

# Better ways to pay your rent or service charges



## Guidance notes

If you lose or damage your payment card, please contact your local housing office for a replacement.

In response to our customer's needs Swan has expanded the way you can pay your rent or service charges.

### Direct debit

This is the most cost effective and trouble free way of paying your rent or service charges direct from your bank account. This facility is now available any day of the month. You can choose to pay weekly, fortnightly, every 4 weeks or calendar month, whenever you get paid.

If you would like to set up a Direct Debit please call your local housing office between 9am and 5pm Monday to Friday, please be ready to provide details of your sort code and account number.

### Payments online

A quick and easy method through 'Allpayments.net'. This method can be accessed via Swan's website [www.swan.org.uk](http://www.swan.org.uk), then click on the 'make a payment' icon on the left-hand side. You will need a payment card to use this service.

### Text payments

Paying via text message is a new and easy way to pay your rent or service charges using your mobile phone. This method gives you the flexibility to pay 24 hours a day, 7 days a week. Swan customers simply need a UK registered mobile phone, a valid allpay payment card and a current debit or credit card. After a brief online registration with Allpay you can then pay on the move anytime, any place and anywhere.

### Pay Point and Pay Zone

Pay Point and Pay Zone outlets are a really convenient way to pay. There are many locations near you for example in supermarkets, local newsagents, petrol stations or anywhere displaying the Pay Point or Pay Zone signs. Take your

### Post Office

You can pay by cash or cheque using your Payment Card at any Post Office. You will get a receipt for your payment.

### Over the phone

You can pay over the telephone by calling your local housing office between 9am and 5pm Monday to Friday. Have your credit or debit card available to make a payment.

### Local Office

You can pay by cheque, credit or debit card at any of our offices.

### 24/7 Automated Telephone Service

Alternatively you can pay through an automated telephone payments system 24 hours a day, 7 days per week. This service also has the added reassurance that you will get connected to a customer service representative if your payment is unsuccessful.

Call 0844 557 8321 to use this service.

### Housing Benefit

Housing benefit may be available to you if you are on a low income or in receipt of Job Seekers Allowance, Incapacity Benefit, Income Support, a pension or other welfare benefits. We cannot apply for housing benefit on your behalf, although our Income Officers and Welfare Benefit Officers can help you when making claim.

### By Post

You can send a cheque or postal order to our Head Office; **Swan Housing Group, Finance Department, Pilgrim House, High Street, Billericay, Essex CM12 9XY** Please contact your Income Officer to find out who to make the cheque payable to and put your tenant reference number on the back of the cheque. Please do not send cash for security reasons.

### Contact or visit your local housing office:

**Essex:**  
Pilgrim House, High Street, Billericay, Essex CM12 9XY  
Tel: 0300 303 2500

**London:**  
Cygnet House Office, Cygnet House South,  
10 Chrisp Street, Poplar, London E14 6LL  
Tel: 0300 303 2500

Exmouth Estate Office,  
30 Cornwood Drive, London E1 0PW  
Tel: 0300 303 2500

You can contact your Neighbourhood Officer or Income Officer by going to the Swan website [www.swan.org.uk](http://www.swan.org.uk) then go to 'Living with Swan', then 'Your Housing Team'.