

From September 2017 you will no longer be able to use your **AllPay (Post Office) payment card** to pay Rent



There are other simple ways you can pay - see overleaf for details



Methods of how to pay your RENT

- **Direct Debit** - Direct debits are collected calendar monthly from your bank account and you can choose either the 1st, 8th, 15th or 23rd of each month. If you wish to pay by this method please contact the Housing Income Section on 01799 510587 and we will be able to be set up over the phone, or if we are unable to do so we will arrange for a paper mandate to be sent to you.
- **Standing Order** or internet banking - If you wish to pay your rent through the bank but are unable to pay by Direct Debit or wish to pay weekly, fortnightly or four weekly, this is the method of payment you should use. If you have access to online banking you can set up your own instruction using the Rents bank account details:

Bank: Barclays Bank PLC
Sort Code: 20-74-05
Account Number: 80940143

Please remember to quote your rent payment reference number.

If you require a paper Standing Order mandate please contact the Housing Income Section on 01799 510587.

- **Pay by debit/credit card** - Payments can be made by most major debit/credit cards. Please note that there will be an additional 1.4% charge for any payment made by credit card. There is no additional charge for any payment made by debit card.

Debit/credit card payments can also be made by telephone on 01799 510510 during normal office hours.

If you have a payment reference number beginning with 4 (e.g. 4012345) you can telephone the automated payment system on 01799 510551, 24 hours a day 7 days a week. If your payment reference number begins with A or B (e.g. A123/456/789) you will be unable to use this service and should call 01799 510510 during normal office hours.

Website - Payments can be made via the council's website at www.uttlesford.gov.uk/payfort

- **Council Offices** - Payments can be made in person at the Saffron Walden and Dunmow Offices by debit/credit card, cheque or cash. The office opening times are:

9.00am to 4.30pm Monday to Thursday
9.00am to 4pm Friday