

How to Make Payments to Wishaw & District Housing Association



allpay
Please fill in the form using a ball point pen and send to:
allpay Limited Ra:
Wishaw & District Housing Association
55 Kirk Road
WISHAW
ML2 7BL

DIRECT Debit
Instruction to your Bank or Building Society to pay by Direct Debit.

Service User Number
4 1 8 3 8 5

For allpay Limited official use only.
This is not part of the instruction to your Bank or Building Society. Please complete your address and telephone number.
Address: _____
Postcode: _____
Telephone: _____
Flat: _____



Instruction to your Bank or Building Society
Please pay allpay Limited Direct Debits from the account detailed in this instruction subject to the safeguards secured by the Direct Debit Guarantee.
I understand that this instruction may remain with allpay Limited and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s) _____
Date _____

Reference
W D H M

Reference
W D H F

Reference
W D H A

The Direct Debit Guarantee

- This Guarantee is offered by all Banks. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amount to be paid or the payment date changes allpay Limited will notify you 10 working days in advance of your account.
- If an error is made by allpay Limited or immediate refund from your branch of your account.
- You can cancel a Direct Debit at any time.

- This Guarantee is offered by all Bank and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amount to be paid or the payment date changes allpay Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by allpay Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your card.



How to Make Payments to Wishaw & District Housing Association

Everyone is busy and time is a very precious thing, so the Association has a number of convenient methods that you can use to make payments towards your rent, property management or rechargeable repairs account.

Directly from your bank account

Direct Debit



If you have a bank account and make regular payments to the Association (for example, rent payments or monthly payments towards a rechargeable repair bill) the easiest way is to set up a Direct Debit.

It is quick and easy to set up a Direct Debit and you can select the date your payment is paid out of your bank account. The Association will automatically make any amendments to the amount collected when, for example, our charges are reviewed.

A Direct Debit is efficient and reliable and means that payments are made automatically making it easier for you to manage your money. It is also a safe way to make payments and you have legal rights, guarantees and protections and your bank can give more details of these on request.

A member of staff can set up the Direct Debit over the phone or at the office so long as the payment is coming out of your own account. Alternatively the mandate required to allow you to set up a Direct Debit at your bank is available from the Association's office or can be downloaded from our website on www.wishawdha.org.uk.

Standing Order

You can also make payments directly from your bank account by setting up a Bank Standing Order. Like a Direct Debit you can select the date you want the payments to come out of your account but it will be your responsibility to inform the bank of any changes to either the date or amount of the payment.

If you want to set up a Standing Order you can do this through your own bank but remember you will need to contact the Association first for our banking details.

Using an Allpay Payment Card



If you have to make any type of payment to the Association you will have been issued with an Allpay card. Please check that you are using the right card when making a payment. These are:

White Cards – Tenants, Sharing Owners and Former Tenants of the Association should use their white Allpay card to make payments into their Rent account.

Yellow Cards – There are two types of Yellow cards:

- Cards prefixed with **WDHM** are for payments for payments towards a Rechargeable Repair.
- Cards prefixed with **WDHF** should be used by owners and sharing owners for payment of their Property Management Invoice.



Payments can be made using your Allpay Payment card at Post Offices and Paypoint Outlets.

You can use your Allpay card to make payments at any Post office or any shop or outlet displaying the 'Paypoint' logo. However you can only make payments in cash or with a debit card.

Via the Internet



You can make payments online by either clicking on the 'Make A Payment' section in the Association's website at **www.wishawdha.org.uk** or visiting the Allpay site at **www.allpay.net**.

Once registered with allpay.net you can make payments any day at any time. To make an online payment you will need your Allpay card and debit card details.

By telephone



Callpay is a secure telephone payment management system which allows you to make payments. All you need to make a payment is your debit card details and your allpay reference number.

You can make a payment by contacting the Association during office hours by telephone or by coming into the Association's office and a member of staff will take your payment there and then. Alternatively you can telephone the Allpay automated service at any time on **0844 557 8321**.

Please note: No credit card payments can be made via the Allpay system.

Payments at the Office

By cheque

If you are just making a one-off payment you can still do so at the office but only by cheque. On the back of the cheque please remember to note your name and address, any relevant reference number and a note of what the payment is for. We will provide you with a receipt of payment for your records.

Cash

Please note that cash payment can not be made at the Association's office.

***Remember:** It is important that you make payments to the Association by the due date. If you are have any problems making a payment, please contact the office immediately. Staff there can offer you help and advice.*

Further information

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Web: www.wishawdha.org.uk

