

Ways to pay your rent

You can pay your rent in a number of ways:

Direct Debit

We can now set up direct debits over the phone in a few minutes. It's safe and secure, and gives you the advantage of not having to worry about remembering to pay! You can choose any payment frequency to suit you and payments can start within around 12 working days. Give us a call now to set one up – you just need your bank details to hand.

Phoning Impact

Just call us within office hours to make a payment on your debit card - the payment will be credited to your rent account within 24 hours.

Phoning allpay

You can make a debit card payment outside of office hours by calling **allpay** on **0844 557 8321** and following the instructions provided. You'll need your allpay.net card number (that is the 19 digit number on your rent payment card) so please have this to hand before you start. If you don't have the number from your payment card then the Income Management can provide you with it – please just give us a call.

Internet

You can pay your rent over the internet, using a debit card by visiting: www.allpayments.net

You can also access this site via:
www.impacthousing.org.uk

Rent payment card



You can pay your rent where you see this sign with a swipe/payment card. You should have been sent one of these at the start of your tenancy but if you don't have one please just call to request one.

Please remember, your rent is due every week, a week in advance.

It's very important that you pay your rent on time and keep your account clear of arrears.

Please bear in mind: it costs money to remind you to pay your rent – money which could otherwise be spent on repairing or updating your home.

The allpay App is now available to download from the Apple App Store & Google Play for your Apple or Android Smartphone.

The App is **free** for you to download and use. It's speedy and convenient as it enables you to pay your rent easily, at the touch of a button. Once you've logged into your account via the App, you can store all your details so you don't have to enter them every time.

For support with downloading the allpay App or for troubleshooting please email appsupport@allpay.net



Pay in person at one of our sites!

You can make a cash, cheque or debit card payment at any of the following offices or Furniture Services sites:

Carlisle Office/IFS site: Centre 47, Nelson Street, Carlisle, CA2 5NE

Eden Rural Foyer, Old London Road, Penrith, CA11 8ET

Salterbeck Office, Oval Centre, Salterbeck, CA14 5HA

Workington Office, Nook St, Workington, CA14 4EH

IFS site: Swainson's Yard, Myers Lane, Penrith, CA11 9DP

IFS site: North Lonsdale Road, Ulverston, LA12 9DL

IFS site: Enterprise Court, Derwent Howe Industrial Estate, Workington, CA14 3YP

IFS site: Sneckyeat Industrial Estate, Hensingham, Whitehaven, CA28 8PF

Income Management Team: 03448 736290 (Option 3)

Our Money Matters service can also help with debt and money advice, benefit advice, best energy deals, Credit Union, bank accounts, and more!. Please phone or text 'moneyhelp' to

07585968466