



Maintenance Charge (Rent) Collection Service

MAINTENANCE CHARGE (RENT) COLLECTION SERVICE

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Pickering and Ferens Homes offers a variety of ways in which you can pay your maintenance charge (rent). These include making payments by Direct Debit, and by using a personal Payment Card. For security reasons cash and cheques are not collected by the association's staff. Shortly after you move into your home a payment card will be sent to you. Your payment card can be used to pay your rent at a variety of outlets, such as the Post Office and anywhere that you see the PayPoint or PayZone symbols. In addition you can use your payment card reference number to pay your rent via the internet. Simply log on to www.allpayments.net and follow the online instructions.

Please note that your payment card is not a credit card and has no monetary value, but it does tell us who you are so that we can credit your account accurately.

The card is personal to you. If you use someone else's card the payment will go to the wrong account.

If you can't get out to pay your rent you can ask someone else to go for you. If you move home you must not give your card to the new occupier.

We will give you a wallet to keep your card in which includes a pouch that you can use to keep a note of your rent and when it has been paid.

Always take your payment card with you when you make a payment. You cannot make a payment without it.

You should always pay the amount due. Simply hand your card along with your cash, cheque or debit card, dependent upon the outlet used, to the cashier and tell them how much you are going to pay.

For all payments that you make you will be given a receipt which you should check immediately. Keep your receipt and your card in a safe place.

If you want to query a payment you have made you will need to show us your receipt so that we can check the payment.

Staff located at the post office or outlet where you make your payments will not be able to help you with any queries about your rent payments, unless it is an immediate question about the payment you have just made.

Your rent account will normally be credited with the payment within 5 working days. To help you keep a record of your rent account we will send you a regular statement. If you want we can also provide you with a statement on request.

To help with the monitoring of arrears, we would be grateful if you could make regular payments:

- Weekly
- Fortnightly

If you wish to make your payments by Direct Debit please contact us on 01482 321286 and a Direct Debit Instruction form will be sent to you.

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We can also provide this information on audiotape, large print or Braille and in any other minority language.