



Ways to Pay your Rent

You can pay your rent in a number of different ways:

Direct Debit

Our preferred and probably the easiest way to pay is by Direct Debit from your bank account. To do this you must complete a Direct Debit mandate which can be requested by telephoning our main number on **03448 7362933** and selecting **option 3** for the Income Management Team. Alternatively, the Direct Debit mandate can be downloaded from the link below:



Once you have downloaded the direct debit mandate you must fill in **ONLY** page 1. When you have completed it please send it back to the Income Management Team at either the Salterbeck or the Carlisle office.

It is important to note:

- Direct Debit can be taken on either a weekly basis (on a Friday) **or**
- On either the 1st of the 15th of each month
- We must have your completed Direct Debit Mandate with us 12 days before the date you want your first payment to be taken

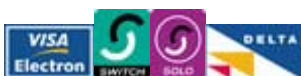
If you have any problems with filling in the form or would like any assistance or information about Direct Debit rent payments can you please telephone **03448 736290** and select **option 3** for the Income Management Team.

Debit Card (by telephoning the Impact Office)

You can pay with a debit card by contacting our Salterbeck Area Office on **01946 839933 / 01946 839929** or via our main number on **03448 736290** and selecting **option 3** for the Income Management Team.

Debit Card (by telephoning the Allpay automated service)

Impact can accept rent payments over the telephone using a 24 hour automated telephone service. We can only accept payment by Debit Card and we will unfortunately not accept credit card payments. The payments you make are safe and secure and so you can pay with confidence. You can pay over the telephone using these cards



You will also need your Allpay.net card number (that is the 19 digit number on your rent payment card) so please have these to hand before you start. When you are ready just telephone Allpay.net on **0844 557 8321** and follow the instructions.

The system will confirm the payment has been accepted and it will show on your Tenant rent account within one working day. Any queries or problems that occur during the call will be dealt with by Allpay.net operators.

Internet

You can pay your rent over the internet using Allpay at the following website:



www.allpayments.net

We can only accept payment by Debit Card and we will unfortunately not accept credit card payments. When you make a payment by Allpay.net, it is credited to your Impact rent account within 2 working days.

Rent payment card

You can pay your rent where you see this sign with a swipe/payment card. If you do not have a rent payment card you can request one simply by phoning **03448 736290** and selecting **option 3** for the Income Management Team.

