

Why can't I pay my rent via the new self-service account?

Unfortunately, when our new self-service account My LHA was launched, Worldpay our payment providers, failed to develop and publish the correct login page which would have enabled you to register with Worldpay and make payments easily via the My LHA app or web page. Despite our ongoing communication and chasing, this has still not been resolved and we are acutely aware that this has let you down and caused inconvenience for you when trying to pay your rent via My LHA.

It is extremely disappointing and not something that we would have liked to happen when launching our fantastic new self-service account. Please be assured that we are doing everything possible to push for a resolution and in the meantime are here to support you in using alternative methods of paying your rent.

Why can't I just continue to make payments via My Home?

The My Home service was withdrawn 28th May, which prompted the need to find a new tenant portal and rent payment system.

How can I pay my rent this month?

There are a number of different ways to pay your rent whilst Worldpay resolve the issue.

Direct Debit: If you have a current bank or building society account, we can arrange for your rent to be paid monthly by Direct Debit. Just contact your Housing Officer and we will assist you. Allpay will let you know in writing when the Direct Debit will commence. If there are any changes to payments you will be advised.

Allpay Swipe Card: You can pay by cash, cheque, credit or debit card at any Post Office, or by cash or debit card at any PAYzone outlet, or by cash at any PayPoint outlet. To do this, you will need your Allpay swipe card which was issued to you at the beginning of your tenancy. If you require a replacement card, please contact your Housing Officer.

Allpay Internet Payments: To pay on-line, visit: <https://www.allpayments.net> and follow the links. You **must** have your Allpay swipe card handy, so that you can quote the Payment Reference Number (PRN). Your PRN is a unique 19 digit number which identifies you and your tenancy and ensures that any money paid using this reference is allocated to the correct account.

If you haven't used Allpay before, you will need to register here:

<https://www.allpayments.net/Allpayments/Signup.aspx>

Internet Banking: You can make a bank payment directly to the Association. You **must** quote your tenant reference number on any direct banking transactions.

Lochaber Housing Association's bank details are as follows:

Account Number: 20041124

Sort Code: 82-69-26

Telephone: You can pay by debit or credit card by calling us on **01397 702530**

Contact your Housing Officer for any assistance, we are here to support you.

Email: housingmgt@lochaberhousing.org.uk

Telephone: **01397 702530**