

Payments (Ways to Pay)



Your guide to how to pay Sandbourne
for rent and other charges

Introduction

Listed in this leaflet are the various ways in which you can make payments to Sandbourne.

This applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

When we talk about 'residents' in this leaflet, it can relate to tenants, leaseholders or shared owners.

When we talk about 'rent and/or service charges', this can mean rent and service charges for tenants, or service charges for leaseholders and shared owners.

At some of our schemes, some residents will be responsible for recharges for repairs and new keys etc, and some for electric meter monies which are payable to us. This will not apply to everyone.

What are the different ways to make payments to Sandbourne?

The following options are available and we would be happy to discuss them further with you.

1. Direct debit

This method is the one preferred for the payment of rent and/or service charges. When you sign up to become one of our residents we will ask you to make rent and/or service charge payments by setting up a Direct Debit.

We are able to set this up for you and also make changes to your payments, with your permission.

We may seek to obtain your bank details over the telephone to set up a Direct Debit. However, please be

certain that you know it is us who is asking for this information as there are many 'scams' out there. If unsure, please ring us back before providing any details.

This option does not involve you needing to set anything up with your bank or building society as we can do it all for you and you will receive confirmation from 'allpay' of what has been set up.

2. Standing order

Although some existing residents make payments by Standing Order, we no longer offer this as an option for new residents.

If you want to make regular payments through your bank or building society, please see below.

3. Through your bank or building society

You can make payments from your own bank or building society direct to Sandbourne's bank account by a 'transfer', either in person at the bank/building society itself, or by internet banking. This can be for one-off or regular payments.

Our bank details for your transfer are:

Bank:) Please contact Sandbourne's
Account name:) office for these details, as it
Sort code:) increases the opportunity for
Account number:) internet fraud to publish them here.

When paying via bank transfer please let us know who you are and what you are paying for by adding your last name, first part of your address and your tenant code. You can get your tenant code, if you don't know it, from the registered office or from a rent statement that we have sent you (look on it for 'Our Ref').

4. 'allpay' payment cards

If you don't want to set up a Direct Debit, or don't have a bank or building society account, we can provide you with an 'allpay' payment card to pay your rent and/or service charges.



You can use the payment card, free of charge, to make payments at post offices and shops displaying the PayPoint sign.



A card will be issued and posted to you, normally within five working days of you becoming a Sandbourne resident.

You will need to take your payment card and your cheque or cash to one of the PayPoint locations and hand it over the counter. You will be given a receipt for the payment which you should keep securely as it is your proof of payment.

You may still have an old style BHSE or BPHA payment card but you can still use this as the bank and rent account details remain unchanged.

5. Via 'allpay' over the phone or website

You can only use this method of payment if you have an 'allpay' payment card.

You can make a payment by telephoning 'allpay' on 0844 557 8321 (24 hours a day, 7 days a week) or pay via their website on www.allpayments.net. You will need your allpay payment card (you will need the 19-digit number on it) and a valid debit or credit card (yours or from someone willing to pay) to hand to do this.

6. Via the 'allpay' App

You can use this method of payment if you download the free mobile application (App) on your Apple or Android smartphone. You will need your 'allpay' payment card (you will need the 19-digit number on it) and a valid debit or credit card (yours or from someone willing to pay) to hand to do this.

7. By cheque

Cheques are accepted for any extra or missed payments, in addition to any other payments which residents may be charged for.

Cheques should be made payable to 'Sandbourne Housing Association' and forwarded to:

Sandbourne Housing Association
Registered Office
Beech House
28-30 Wimborne Road
POOLE
BH15 2BU

Please write your name and first line of your address on the back of the cheque, together with a couple of words to tell us what the payment is for.

8. Debit/credit card at Sandbourne's office

We are sorry but we do not have the facility to take debit or credit card payments either over the telephone or in person at our offices.

You can, however, make these payments to 'allpay' if you have an 'allpay' payment card but you will need to ring them or go on to their website to do this (see details at '5' above).

9. Cash

Sandbourne prefer **not** to accept/handle cash for security reason.

If cash is the only way you can pay:

- if you have an 'allpay' payment card, take it with your cash to any post office or shops displaying the PayPoint sign; or
- take your cash to a bank/building society and ask to send this by bank transfer.



Non-rent/service charge payments

During your tenancy you may need to pay Sandbourne for other items where, for example, you have been invoiced by us for replacement keys or re-chargeable repairs, etc. Some flats also have 'meter' cards for their electricity or buggy storage charge.

All of the options mentioned in this leaflet can be used to make payments to Sandbourne.

However, if paying with an 'allpay' payment card, you must make sure that you have the relevant card with you, ie: 'Rent' card for rent/service charge payments; 'Repairs' card for anything we re-charge you for, ie repairs and keys; and 'Meter' card if you pay for your electricity to us.

Please make sure that you tell us what you are paying for so that payments are credited against the correct accounts.

Guest room payments

Please note that guest rooms must currently be paid for by bank transfer or cheque, again using the instructions given

in this leaflet and adding the word 'guestroom' with your payment details.

What do I do if I lose or damage either my rent, repairs or meter card?

If you lose or damage your rent, repairs or meter card or need a replacement for any other reason, you can contact the registered office and a new one will be sent to you, free of charge. This will usually be received within five working days.

Need more information?

You can write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

First published December 2015
Last updated October 2019