






SW9 Community Housing  
6 Stockwell Park Walk  
London, SW9 0FG

www.sw9.org.uk   
info@sw9.org.uk   
0207 326 3700 

3 July 2023

To The Residents of SW9 Community Housing

Dear Resident,

## Get ready to start using our new range of payment options!

From Monday 3 July 2023, you will have a new range of payment methods to use when you need to make a payment to us. Although most of our payment options are changing, you will not be affected, and you will not need to do anything if you make payments to us by standing order or Direct Debit.

### New payment methods from 3 July 2023

The ways you make a payment to us are changing because we will be using PayPoint payment methods from 3 July which will replace the allpay payment methods you previously used. PayPoint offer their own version of the same payment methods as allpay, as well as additional payment options. You will therefore still be able to pay by:

- Online via the SW9 website or a link directly to our payment website
- A SW9 Community Housing payment app provided by PayPoint
- Telephone
- Direct Debit
- Standing order
- Cash over the counter at shops that accept PayPoint payments using a new SW9 PayPoint payment card.

**SW9 Community Housing is part of Network Homes**

SW9 Community Housing is registered in England and Wales as a private company limited by guarantee - Registered number 09574528  
Registered office: 6 Stockwell Park Walk, London, SW9 0FG  
SW9 Community Housing is a member of the NFTMO – Number 312  
SW9 Community Housing is a Registered Charity – Number 1170586.



## What you need to do from 3 July

As most of our current payment options have now changed or, in some cases, are no longer available, there's some changes that you may need to make depending on how you currently make payments to us.

Way to pay	What you need to do
<b>Direct Debit</b>	No action required. Payments will be taken as usual.
<b>Standing order</b>	No action required. Your standing order will not be affected, and payments will reach us as usual.
<b>Payment app</b>	You will need to stop using and remove the allpay app from your mobile phone. You will need to download our new SW9 Community Housing Payment app where you can make a one-off payment or create an account to set up recurring payments, make a payment and see your payment history. The new SW9 Community Housing Payment app will be available to download from your Apple App store or Google Play Store depending on your device from 3 July.
<b>Online</b>	You will need to stop using the allpay website link to make payments to us. You will need to use our new website link which you can find on our website from 3 July at <a href="http://www.sw9.org.uk/waystopay">www.sw9.org.uk/waystopay</a> . You will be able to create an account where you can set up recurring payments, make a payment and see your payment history.
<b>Cheque payments</b>	No action required. You can continue to make payments by cheque, but you must ensure that you include your payment reference number which you can find on your account statements.
<b>Telephone</b>	You will need to stop using the allpay telephone number to make payments to us. You will need to use our new telephone number for automated telephone payments which is <b>0203 650 4095</b> . You can also continue to make payments by calling <b>0207 326 3700</b> and selecting the option to use our automated telephone payment system. You will need to use your payment reference number which you can find on your account statements. You can continue to make payments via the telephone by calling 020 7326 3700 to use our automated telephone payment system. You will need to use your payment reference number which you can find on your account statements. If your reference number has letters, we will automatically send you a payment account number (PAN). You will need to use the PAN as your reference when making telephone payments.
<b>Payment card</b>	You will no longer be able to make payments using your current payment cards (card with the blue banner on the front). We will automatically send you a new payment card if you have used your card in the last 12 months. You will need to use the new payment card (card with the red banner on the front) to make payments to us at a PayPoint outlet. You can find a convenient PayPoint local at <a href="http://Consumer.paypoint.com">Consumer.paypoint.com</a> .

	Your current payment card will no longer be linked to your account from 3 July, therefore if you use it to make payments to us, it may not be credited to your account, and you may end up in arrears.
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## Payment methods no longer available from 3 July 2023

### Post office payments

If you pay your rent and / or service charge at the Post Office, you will no longer be able to pay this way from 3 July 2023, but you will still be able to pay in cash at shops that accept PayPoint payments using the new SW9 payment card.

### Text message / SMS payments

You will no longer be able to make payments by text message from 3 July, however we will be introducing an alternative option for you which is PayByLink payment. If you choose to make a payment by PayByLink, you will receive a payment link via text message which you can use to make a payment to us.

### Need more information?

If you would like more information about the changes to payment methods, speak to someone about changing your current payment method, including how to set up Direct Debit, please email us at [info@sw9.org.uk](mailto:info@sw9.org.uk), [complete our online contact us form](#) and someone will get back to you, or call us on 020 7326 3700.

Yours faithfully,



**Orane Lewis**  
Director of Finance and Resources