



New payment provider, new ways to pay!



We now use PayPoint as our payment provider. You can make payments to us using the methods below, but you do need to check you are using the new PayPoint ways to pay for some of them.

New versions of payment methods you need to use

- **Online payments** - online link from SW9 website that takes you to our SW9 payment portal.
- **App** - Download our new SW9 Community Housing payment app.
- **Pay by phone** - call our new phone line on **020 3650 4095** or call us on **020 7326 3700**.
- **Payment card** - New payment card with red banner on front to use at PayPoint outlets.

Payment methods you can continue to use

- **Direct Debit.***
- **Standing order.**

*We will update your Direct Debit if this is your current way to pay and let you know if there are any changes we need you to make.

Payment options no longer available:

- **Post office**
- **Text message**
- **Cheque**
- **allpay options**

Need more information:

@ email rents@sw9.org.uk

visit www.sw9.org.uk/waystopay

@SW9housing

f SW9CommunityHousing

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