

## Paying your rent

All our tenants have a rent payment card. This is a swipe card similar to a bank or credit card and gives details of your tenancy reference number, allowing you to pay your rent in a number of ways. You need to have your payment card with you when you make any payments. Most payments take about 3 days to be shown on your rent statement.

### Online and internet banking

To pay your rent online using your swipe card, [click here](#).

You can also set up payments through your own bank. You will need to provide our sort code 62-25-62 and our account number 00000000 (yes this is correct!) and your tenant reference number.

### In cash or by cheque

At any post office.

At DCHA and PHA offices in Truro, Plymouth Exeter and Penzance.

### In cash

At any shop, garage or other outlet where you see the Pay Point or Pay It logo displayed (don't forget to bring your swipe card)

### By post

You can send a cheque made payable to DCHA to any of our offices. Please remember to put your name and address and tenant reference number on the back of the cheque. Please do not send cash through the post.

### By credit or debit card

Call 0870 243 6040 and an answering service will ask for your details. You will need to give your tenant reference number, your credit or debit card details and the amount you want to pay.

### By text from your mobile phone

You can also use your debit card to make rent payment by text messaging. To do this, you will first have to register with Allpay, this can be done from any computer with internet access.

### Through your bank or building society

We will give you a direct debit form to fill in and return to us. Your rent will then be paid straight to us and you can choose the payment intervals.

### By Housing Benefit

If you are claiming full Housing Benefit, you can usually ask for this to be paid straight to us.

If you want more information on how to pay your rent please contact your local housing office.

### Helpful information



[Our rent payments leaflet](#)



[Benefits you can claim to increase your income](#)



[How we deal with arrears - let us know if you have problems paying your rent](#)



[Help with your money](#)