Want to pay your rent over the internet? You can now!

Registering for this service will take about 10 minutes but after that it should only take about 2 minutes to pay your bill!

The first step is to register your details with Santander who collects your payment on our behalf. To do this, please go to our website www.manorestates.org.uk, then select:

- Services for tenants
- Pay rent
- Internet payments (click here)

This will open up the Santander website and you need to go to the 'Register Now' section.

- Read terms and conditions, indicating your acceptance.
- Enter your name, address and phone number.
- Enter your security details (email address, password and security question).
- Once these details are accepted, you then need to set up your payment profile, select add a new account, by company name.
- Select Manor Estates Housing Association from the drop down menu.
- Select the bill you want to pay (Manor Estates – Housing Rent).
- Now you need to enter your customer reference number (i.e. your tenancy reference number). Get this number from your payment card and ensure that you use the full number, **except the final digit**. For example 982613040055555555 (18 digits in all).
- You are now registered and you can pay your rent! (Remember you only need to go through this registration process once).

To pay your rent

- Select the Bill Payment option on the left of the screen.
- Select a bill to pay.
- A box will open and 'Manor Estates- Housing Rent' will appear, together with your reference number, select this (if you have decided to pay other bills by Santander, these will also appear in this list once you set them up).
- You will then be asked for your credit or debit card details.
- Once input, your summarised details will appear on the next screen.
- Once accepted, you will get confirmation that the payment has been made. You can print this as your receipt.

Remember- if you are experiencing difficulties paying your rent, please contact your Housing Officer immediately.