

Having difficulty paying your rent?

If you are having difficulty paying your rent please get in touch with your Housing Officer as soon as possible. Your Housing Officer can look at referring you to our Welfare Rights Advisor for a benefits check to make sure you are receiving any benefits you are entitled to.

Manor Estates Housing Association
Suite 4, 5 New Mart Place
Edinburgh, EH14 1RW

Tel:- 0131 510 8540

Email: info@manorestates.org.uk

Web:- www.manorestates.org.uk

Do you need information provided in a different language or format?



We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font



Making a Phone Payment

Manor Estates has introduced a new automated phone payment service operated by AllPay, which will allow you to make payments by phone 24 hours a day, 365 days a year.

allpay

How it works

Any tenants intending to pay using this service will first need to contact us to have a new **19 digit AllPay Payment Reference Number** issued. You will then need to use this each time you make a payment through the service.

Once you have your 19 digit Payment Reference Number you can make payments by calling AllPay on **0330 041 6497** and entering this number followed by the amount you'd like to pay and then your debit or credit card details.

Making a payment this way usually takes approximately 3 minutes from start to finish.

How long will my payment take to process?

Payments made using this service will be processed to your rent account by the end of the next working day.



How much will it cost to call an 0330 number?

The charge for calling the **0330 041 6497** number for this service is the same as that of calling a normal landline. This means that it will be included in the call allowance for anyone with a mobile phone or landline tariff which includes calls to landline telephone numbers or a monthly quota of minutes.

What if I have a problem when using the service?

If you are having difficulty with entering any of your details during the process you can be transferred to an AllPay customer services team.

Before being transferred, you will be advised that this part of the call will be charged at 7p per minute plus their telecom company's access charge.

