

Paying your rent



Paying over the phone

If you normally pay your rent over the phone via Customer First, please [call your Housing Officer](#) or our automated telephone payments line instead, on 0844 557 8321 or visit www.allpayments.net You will need your PRN reference from your rent card to hand. Alternatively your Housing Officer can help you set up a Direct Debit.

Should you have any other queries about your rent please [contact your Housing Officer](#) who will be able to assist you. They can also help you to set up a direct debit. Customer First is experiencing higher levels of calls than usual, so we would really appreciate your help during this time. By helping us to reduce the number of calls we receive, we can reduce the amount of time customers are having to wait to speak to a Customer First Advisor.

Government advice for tenants

You can read the latest information from Government offering guidance to tenants [here](#). This website contains some really useful advice about rent payments and reminds you to [contact us](#) to discuss any financial worries or loss of income, so we can help you access benefit advice.