

You can manage your tenancy online 24/7 by signing up to our customer portal at <https://myhome.worthing-homes.org.uk/>

You can also check your balance by texting BAL to 07425 428428

We offer lots of ways to pay your rent and service charges

Direct debit is the easiest way to pay – we calculate how much you need to pay. Payments can be collected either weekly or monthly, with our preferred collection days being Monday or the 1st of each month

Other ways

Internet banking – set us up as a bill payment using the details below.

Sort Code – 30-99-93, A/c No – 04002656, A/c Name – Worthing Homes Income Account – and don't forget your Property Code Number.

Standing order – you arrange this directly with your bank using the bank details above.

In person by debit card at our office which is open Monday to Friday 9 am to 5 pm (Wednesday 9 am – 4pm)

The Allpay Payment card is a 'swipe' card that enables you to pay your rent at any Post Office or outlet displaying the Paypoint sign. Your Allpay card also allows you to pay in the following ways:

By phone – call **0330 041 6497** and follow the instructions.

By AllPay App – The app is free to download from the Apple App Store, Windows Phone Store & Google Play. Once set up, secure payments can be made no matter where you are.

By Text - if you have a UK registered mobile phone, a debit card and an Allpay card you can pay your rent by text. Textpay is a secure system which gives you a record of what and when you have paid. If you wish to pay your rent by text you will need to complete a short application at allpayments.co.uk/textpay.

By debit card – just follow the link on our website www.worthing-homes.org.uk

Please note we cannot accept payment by credit card.

Payment difficulties - if you are having difficulty making payments, please contact your Income Recovery Officer. They are there to help and will treat you with respect and in confidence.

You can also contact our Financial Inclusion Team on 01903 703 110. You can also find lots of tips and useful contacts for help with money worries on our website. www.worthing-homes.org.uk/your-home-and-you/managing-your-money.