

## Allpay Payments

The Government have advised everyone to stay at home and only go out if absolutely necessary as follows:

- to shop for basic necessities and that should be limited to once a day;
- to take exercise once a day - but alone or with your own household, not in groups;
- for medical reasons or to care for a vulnerable person;
- to travel to essential work if that cannot be done at home. Further guidance to employers is awaited.

If you are unable to pay your rent using your Allpay card when you are out getting essential items, we can take your payment over the phone. All you have to do is phone us up and we will take your payment. We could also set you up with a direct debit. You will need to have the following for us to do this:

For a direct debit we require your bank account number, sort code and how your name appears on the account.

For a card payment over the telephone you need to have your bank card.

We appreciate these are very difficult times and you may be worried about not being able to pay your rent but we are here to help and support you.