

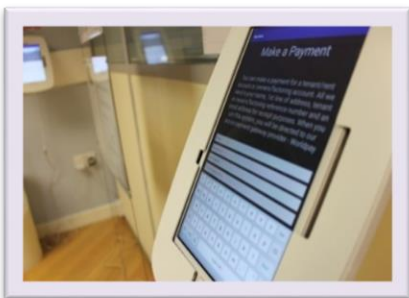
How you can pay your Common/Factoring Charges

Post Office/Pay Point



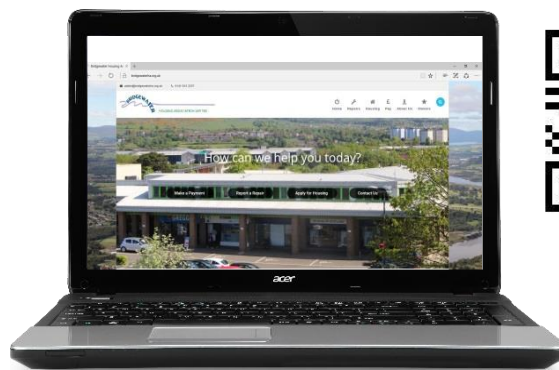
Pay with cash, cheque or debit/credit card by presenting your Allpay card at any Post Office or PayPoint outlet.

Self Service



Our office remains closed currently. Please see Standing Order information below for our bank details for online payments.

Pay Online



Pay online with your debit/credit card using our website:
www.bridgewaterha.org.uk

For a direct link to the payments web page on your smartphone or tablet, scan the QR code above.

Telephone



Phone the Allpay 24-hour automated telephone line on **0330 041 6497**.
You will require your Allpay card, plus debit/credit card to complete the transaction.

By App



Download and make a payment through our official Bridgewater Housing Association app, or the Allpay mobile app.

Both apps are available for iOS and Android.

*The Allpay mobile app requires the 19-digit reference from your Allpay card.

Cheque



Post a cheque to the Bridgewater Office.
(Please write your account number on the rear)

Replacement Allpay cards (costing £3) can be ordered by telephoning the office on 0141 812 2237 and choosing option 4

Further Information

How to Apply for a Refund

If your bill is showing a **CREDIT** balance, you can apply for a refund.

For a refund by bank transfer, please provide:

- Amount to be refunded
- Bank Account Number
- Bank Sort Code

To request a cheque, please provide:

- Amount to be refunded
- Recipient name(s) & postal address

By emailing: factoring@bridgewaterha.org.uk

or

Writing to: Bridgewater Housing Association
1st Floor Bridgewater Shopping Centre
Erskine
PA8 7AA

Struggling to Pay?

Please contact us immediately on receipt of your bill if you are experiencing difficulty with making payment in full within 30 days.

By email: factoring@bridgewaterha.org.uk

In writing: Bridgewater Housing Association
1st Floor Bridgewater Shopping Centre
Erskine
PA8 7AA

By phone: 0141 812 2237, Option 4

Planning Ahead

Why not plan ahead for your next bill by making advance payments throughout the year?

You can set up a regular standing order via your bank, using our account details:-

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or choose to make smaller, manageable payments at a local Post Office or PayPoint outlet with your Allpay card.

For further information, please telephone 0141 812 2237, choosing option 4.

