

Cash Machine Removal

Move to **Allpay** for cash payments

End and start dates

- Cash Machines in Wellington Community Office and Deane House will end in March 2018
- Taunton Deane have signed a contract with **Allpay**.
- **Allpay** outlets will start taking cash payments for:
 - Rent,
 - Council tax,
 - Sundry debts
- From 1st April 2018 or sooner depending on implementation arrangements (TBC).

- **Allpay** will also deliver our automated telephone payments solution (customers will call the same number but Allpay will administer it not the current external provider)
- This means changes for how tenants pay their rent in cash
- This means our staff need to be ready to help tenants pay their rent differently (if they want to continue paying by cash)

What remains the same

- Existing payment methods such as
 - Direct Debit,
 - Standing Order,
 - Website payments remain unchanged (this includes the payments taken by Estate Officers over the phone).
- Customers can switch to these methods of payment now.
- Rent cards will continue to work in Post Offices after the cash machine ends. (We may look to phase them out due to transaction charges. Post Offices are already part of the **Allpay** network so the visits to Post Offices should remain the same).

What are the Changes?

- From 1st April 2018 Tenants will no longer be able to pay rent by cash at Deane House or Wellington Community Office, they will need to take cash to an **Allpay** outlet and use a bar code that we will send them.
- From 1st April 2018 Tenants will need to use the reference number under the bar code to pay rent by telephone. They will not be able to use the automated telephone line with their old rent reference number.

What the Barcode means



The Barcode will be required to make payments into any **Allpay** outlets for:-

- Rent
- Council Tax
- Sundry Debts
- Due the set up of the **Allpay** systems tenant's are not able to use their tenancy reference number to make payments.
- Residents scan the barcode into the **Allpay** outlet.

Informing Tenant's about these Changes

- Mailshot shortly to encourage cash machine users to switch to direct debit, standing order or web payments.
- Reception staff will start to inform customers
- Posters and information in reception areas and on the Website
- Information about changes published in rent increase letters in February 2018
- Article in Tenant's Talk March 2018
- Mailshot needed to all tenants with new bar code and information about changes March 2018

Informing staff of the Changes

- Estate Officers and Assistants to be clear about these changes. There will be briefing notes to use at Team meetings and the Income team are available to attend those meetings for support.
- Lettings Officers to be clear about these changes. There will be briefing notes to use at Team meetings and the Income Team will be available to attend those meetings for support.
- All staff to have a general awareness in order to signpost rent payments correctly.
- Information will be published on the website and Sharepoint.

Summary of change

Advantages

- Allpay outlets are open longer hours and are more convenient to tenants homes than Deane House and Wellington Community Office
- Fits with transformation for the new and improved way of providing services to tenants.
- Cash payments for rent can still be made.

Disadvantages

- New payment methods and reference numbers may be confusing to tenants
- Considerable amount of rent is taken by rent machines and education of those tenants is needed by staff. (High percentages of the payments are made using cards in the rent machines)

Frequently asked Questions

What happens if I forget to bring my bar code to the paypoint outlet?

You can call TDBC we can generate a bar code letter and read you out the 19 digit payment reference. You can then make a payment using that 19 digit code.

What happens if I loose my bar code?

We will send you another by post (and are working on functionality to be able to email you the bar code). The code can only be used to make payments.

My paper bar code is not very durable, it keeps ripping, what can I do?

In these circumstances we can send you a payment card with the bar code printed on it.

Frequently asked Questions continued

I pay my rent by card, do I need to use a Paypoint outlet?

Rent payments by card can be made on the Taunton Deane website or the Taunton Deane automated payment telephone line. You can also use a Paypoint outlet if you wish.

I pay my rent by direct debit/standing order, do I need to do anything?

No your existing direct debit and standing order will continue to pay your rent until you cancel it.

Any Questions



15th January 2018
Reference: 20401201200038



Mr J & Mrs J Doe
Address
Taunton
Somerset
Postcode

Dear Mr & Mrs Doe,

Thank you for requesting your bar code, here is the number bar code that you can use to pay your rent at any post office or shop displaying the "PayPoint" symbol.

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Please remember that the most automatic way to pay your rent is by Direct Debit, contact us on 01823 356318 to set up your Direct Debit.

Alternatively you can pay rent:

- Via our website www.tauntondeane.gov.uk Payments can be made using your debit or credit card. You will need to quote your rent reference number: 20401201200038
- By calling: 01823 356598. You can pay by using your debit or credit card.
- By Standing Order. Visit your bank with the following information:
Our bank details: Natwest 49 North Street, Taunton
Account number: 70853673
Sort code: 60 80 06
Your rent reference number: 20401201200038

Yours sincerely,

Reuben Greening
Housing It Support Officer