

Help us improve rent payment



215 customers participated in the Allpay survey, giving us insight into how we can improve payment services.

What did you say



72%
of you prefer to pay your rent by Direct Debit.



95%
of you find the payment process easy, and 96% rate Allpay as a reliable system.



Many of you told us you're not sure how long payments take to appear on your rent account.



Some of you suggested adding more ways to pay, such as Apple Pay or Google Pay.



95%
of you said the information about how to pay your rent using Allpay is clear.



97%
of you are satisfied with Allpay overall, with 88% supporting continuing to use it.

What we will do

- ✓ Continuing to promote Direct Debit as the main way to pay rent, as it is the preferred and most reliable choice for most customers. (By March 2027)
- ✓ Keeping a range of payment methods, and regularly reviewing them so they continue to meet your needs. (By March 2027)
- ✓ Including your feedback as part of our wider review of the rent payment procurement tender, ensuring your views help shape future services. (By March 2027)
- ✓ Improving communication about how long payments usually take to show on your rent account, so you know what to expect. (By June 2026)
- ✓ Exploring new payment options such as Apple Pay and Google Pay to expand the ways you can pay. (By December 2026)