



# Paying your rent

MyHaltonHome is one of the easiest ways you can manage your tenancy, from reporting repairs to checking your rent balance, it is your one stop shop for managing your tenancy.

## How to pay your rent

You can pay your rent quickly and easily 24 hours a day online via the AllPay website.

### STEP 1:

Log in to **MyHaltonHome**.

On the home screen, click on the **'pay my rent'** icon.

Your current tenancy balance will now be displayed on screen and will state if you are in credit or debit.

### STEP 2

All online rent payments are made through **Allpay**, a secure payment site. To pay your rent simply click on the link for **Allpay** displayed on the page.

As Allpay is not part of Halton Housing, you will need to register with Allpay before you can make a payment. If you have any issues logging into Allpay, you will need to contact Allpay directly.

## Setting up a Direct Debit

The quickest and easiest way to stay on top of your rent each week is to set up a Direct Debit with us.

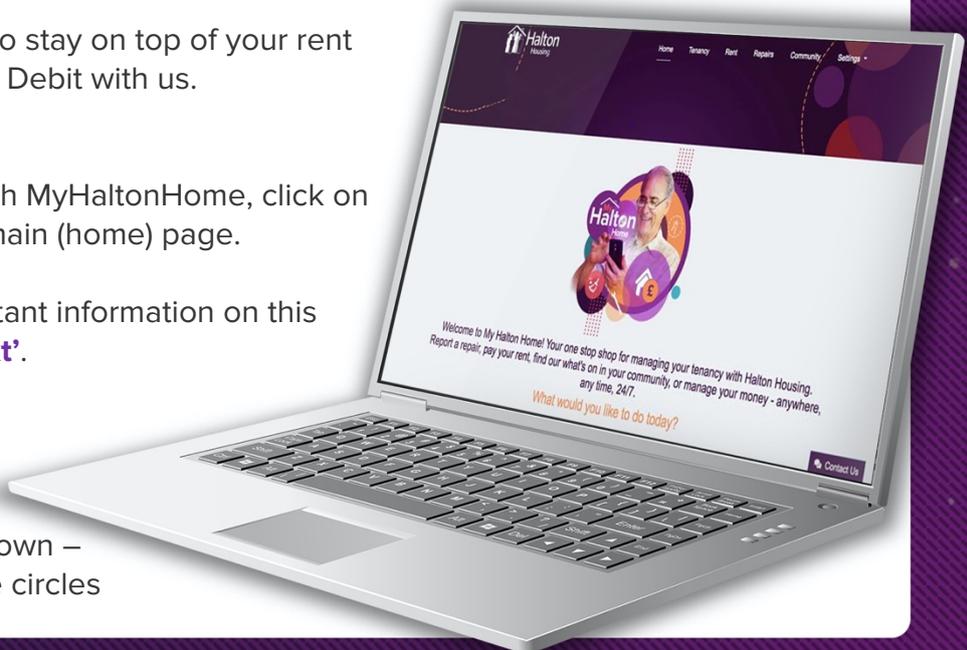
### STEP 1:

To set up a Direct Debit through MyHaltonHome, click on the **'pay my rent'** icon on the main (home) page.

Once you have read the important information on this page click the blue button **'next'**.

### STEP 2:

You now need to select which account you want to set the Direct Debit for from the list shown – do this by clicking in one of the circles





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Click on **'next'** once you have made your selection.

### STEP 3:

You will now be asked to confirm that you hold a UK Bank/Building Society Account and that you are the Account Holder.

The first option has already been selected for you as you will not be able to set up a direct debit through **MyHaltonHome** if you are not the Account Holder, or if you do not hold a UK Bank/Building Society Account.

To continue, click **'next'**

### STEP 4:

On this page, you will need to confirm by if you are the only person required to authorise debits from the account.

Once you have clicked in either the **yes** or **no** circle, a box will appear on screen. If you are happy to submit your details, click 'OK'. If not, and you want to re-enter any details click 'cancel'.

If you click 'OK' a message will now display confirming that your request to set up a Direct Debit has been received by us.

### NOTE:

When you are going through these steps and want to make any changes to the information you have submitted simply click **'previous'** at the bottom of the screen any time you need to resubmit information.

