

# How to pay your rent

There are many easy ways for you to pay your rent and other charges. Have a look at the information below to find the most convenient method for you.

You will need your reference number when paying using any of the methods below. Please contact us if you do not have this.

## Direct Debit, standing order or online banking

Have a chat with our Income Team to discuss setting up your Direct Debit, standing order or payment via online banking.

For customers in Somerset and West of England call **01934 526445** or email us at **income.teamnorth@livewest.co.uk**

For customers in Devon and Cornwall call us on **01752 856143** or email **income@livewest.co.uk**

## Online via our website

You can pay your rent online by going to **[www.livewest.co.uk/pay-my-rent](http://www.livewest.co.uk/pay-my-rent)**

## Online via Allpay

To pay your rent via Allpay visit **<https://pay.allpay.net>** You will need your 19 digit Allpay payment card number. If you don't have this number, please speak to our Income Team.

Did you know you can find lots more information on our website.  
**Visit [livewest.co.uk](http://livewest.co.uk)**



## Over the phone

If you have a debit or credit card, you can pay through the Allpay automated payment service, 24 hours a day.

You will be asked for your rent payment card number so have this card with you. You will then be asked for details from your debit or credit card and the amount you want to pay. You can call the automated Allpay line on **0330 041 6497**.

## By text using a debit or credit card

You will need to register your Allpay card first. If you require any support registering your card, please speak to our Income team. Next, text 'pay' along with your password and the amount to **81025**.

## Allpay mobile app

You can easily make a payment wherever you are, at the touch of a button on your Apple or Android smartphone. The mobile app is free to download from your app store.

You can also pay your rent at a shop with a Post Office or PayPoint outlet by cash or debit card.

## Contact us

If you have any questions, you can speak to our Income team.

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