

# HOW TO PAY

The following payment methods are available. Please quote your account number.

## Credit / Debit Card

Telephone payments can be made by calling the following numbers:

**Current Tenants:** 01253 477919/477931/477386/477945  
**Former Tenants** 01253 477942  
**Leaseholders & Emergency Housing Residents:** 01253 477987 / 477985 / 477984  
**Customer First phone payments:** 01253 477477  
**Automated Telephone Payments**  
**can be made 24 hours a day 7 days a week: 01253 478751 choose option 4**

**Internet payments** can be made via the Blackpool Coastal Housing web site [www.bch.co.uk](http://www.bch.co.uk) or the Blackpool Council web site [www.blackpool.gov.uk](http://www.blackpool.gov.uk). Click on the "Pay for It" message and follow the on screen instructions

## Direct Debit or Standing Order

If you wish to pay by either of these methods then forms are available on request from Blackpool Coastal Housing, in writing or by phone. The forms can also be downloaded from our web site [www.bch.co.uk](http://www.bch.co.uk).

## Post Office or Payzone

If you are a Tenant or Former Tenant you can take your Rent Payment Card together with your payment to any Post Office or Payzone outlet.  
**UNFORTUNATELY THIS METHOD OF PAYMENT IS NOT AVAILABLE FOR LEASEHOLDERS OR FORMER EMERGENCY HOUSING RESIDENTS.**

## Customer First at the Town Hall

All methods of payment, including Cash payments can be made at Customer First, Corporation Street. Opening Hours are:

|                         |                          |
|-------------------------|--------------------------|
| <b>Monday to Friday</b> | <b>08.00am to 5.30pm</b> |
| <b>Saturday</b>         | <b>09.00am to 2.00pm</b> |
| <b>Phone</b>            | <b>01253 477477</b>      |

## By Post

Payment by Cheque or Postal Order should be sent to Blackpool Council, PO Box 50, Blackpool FY1 1NF. **Make your cheque payable to Blackpool Council**, write your Account Number and your address on the back. Ensure your cheque is crossed with the words Account Payee. Post-dated cheques are not accepted. If you require a receipt you must request one with the payment.

## Housing Benefit

**All Tenants and Emergency Housing Residents pay rent or charges.** If you feel that you may be entitled to your rent or Emergency Housing charges being paid by Housing Benefit you should make enquires at the Benefits Service, PO Box 50, Municipal Buildings, Blackpool FY1 1NF. You can also make telephone enquires by ringing 01253 478847. It is your responsibility to claim Housing Benefit. If you are entitled to partial Housing Benefit you must pay the remainder of your rent or charges by one of the other methods

**Information is available upon request in a variety of accessible formats including large print, Braille, on audiocassette or computer disk. British Sign Language users can contact us through type talk. We can provide information in other languages through Language Line**