

Case study by:

Tina Mercer, Head of Income Management

Residents of Origin Housing will continue to be able to pay their rent using the widest range of online and mobile payment options, following the award of a three-year contract by the housing provider to payment specialists allpay.

Origin targets widest range of payment options for bill payers

The contract, which was awarded to allpay following competitive tender, allows Origin's 6,000 residents across London and Hertfordshire to pay bills in cash at any PayPoint or Post Office or with their debit/credit card via allpay's Mobile Payment App, text, automated phone or online payments.

It will also allow Origin to continue to offer paperless Direct Debit collections on any date of the month, allowing residents to choose the most convenient collection date and frequency for them.

On award of the contract, Tina Mercer, Head of Income Management at Origin, said that allpay was the only bidder that could provide SMS and Mobile App payments and that a wide range of payment options was needed by housing providers to support residents through Universal Credit.

In particular, mobile payments now represent more than 1.5% of the value of payments allpay processes for Origin – indicating that more and more residents are getting used to paying their bills via their smartphones.

Tina said:

“ allpay has an innovative approach to payment collection and a clear development programme to support housing providers through Universal Credit. They also have unrivalled experience in the market place, processing rental income for some of the UK's biggest councils and housing associations. ”

They also provide a very flexible service and a high level of customer service to us and our residents.

allpay Managing Director Tony Killeen said:

“ allpay and Origin have been working together for more than 10 years, so we are delighted, following competitive tender, to have been awarded the contract for a further three years and to continue to provide its residents with the widest range of payment options to pay their bills.

The next 12 months will see allpay deliver a range of new products and enhancements to further help housing providers mitigate the impacts of Universal Credit, securing vital rental income and providing an increased level of service to their residents. ”

Contact us to see how we can help:
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