



Dumfries & Galloway Housing Partnership

## Case study by:

Keith Duncan, Business Support Officer

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## One of the largest housing associations in Scotland selects allpay for payment services

Payment specialist allpay has secured a five-year contract to continue providing payment services to one of the largest housing associations in Scotland.

Dumfries and Galloway Housing Partnership (DGHP), which owns and maintains more than 10,300 homes, selected allpay following competitive tender.

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**Keith Duncan, Business Support Officer at DGHP, said:**

“ We’ve been using allpay for more than 10 years and it’s a proven, reliable and secure solution. We know that every working day, including Saturday, we receive all the payments made by our residents the previous day across all of allpay’s payment channels, spanning across cash, debit/credit card and direct debits.

allpay has also invested in the automation of its systems, via its Autoconnect solution, which means we don’t have to log in to retrieve our payment files but they are automatically downloaded to our desired location so the whole reconciliation process is automated and ticks along in the background without any manual intervention.

The experience and reliability at processing payments and splitting those out across the multiple schemes we have with allpay across our rent and leaseholder schemes certainly stands them apart in the market place and we’re looking forward to the further enhancements and innovations it will be releasing in the course of the contract. ”

Contact us to see how we can help:  
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