

A leading housing association in Somerset and the West England will continue to offer the widest range of payment options to its tenants after signing a four-year contract with payment specialists allpay.

Knightstone joins SEC framework for allpay's payment services

allpay, which has provided secure payment services for 11,000-home Knightstone Housing for nearly 10 years, processes approx £20m per annum on behalf of the housing provider through cash, card and direct debit acceptance.

The new contract sees Knightstone procure allpay's services through the South East Consortium framework - which allpay were awarded earlier this year, following competitive tender.

Not only does the framework provide a compliant procurement route for Knightstone to continue to work with allpay without going to tender, but will also save the organisation more than £5,000 a year.

James Reseigh, Senior Income Manager at Knightstone Housing, said:

“ As a matter of course when our existing contract with allpay came to an end, we looked at a number of options - including what else was out there in the market. ”

Particularly important to Knightstone was a provider that could offer a fully managed, secure, and flexible direct debit service with which to increase take-up among its residents.

“ When we compared the allpay solution to what else was out there in the market place, not only was it more cost effective, but it came with the assurance that it's a proven solution being used by nearly 500 other housing providers. In addition, within the new contract, we will be making use of allpay's new branded payment gateway - allowing us to brand our online payment pages to increase the number of residents paying online.

With 21 years' experience in the market place, the coverage allpay has across the housing market and with its innovative range of payment products such as its mobile payment options, the decision was made to remain with allpay - with the new SEC framework a crucial tool in our decision-making process.

The reliability, security and professional service we have received from allpay over the last 10 years has been excellent and we're looking forward to making further use of its payment channels in the years ahead - particularly to mitigate some of the risks around Universal Credit and welfare reform. ”

allpay's mobile payment services - via both App and Text - have processed nearly £400,000 in rental payments for Knightstone in the last year alone.

Contact us to see how we can help:

sales@allpay.net www.allpay.net/our-solutions