



### Repairs and maintenance

### How do I report a repair?

- The easier way is through MyAccount (see page 4 on how to sign up). You can select an appointment, keep track of a repair and upload photographs
- You can email us: contactus@amicushorizon.org.uk
- You can report a repair by calling us between 8am to 5pm on 0800 121 60 60
- Outside of 8am to 5pm, we offer an emergency\* service only on 0800 121 60 60. Please don't report emergency repairs online.

#### \* An emergency is a situation:

- Which could endanger life
- Is a serious risk to your health, safety or security
- Could cause major damage to the property.

### Repair responsibilities

We'll keep the structure and outside of your home in a reasonable state of repair.

In return, you mustn't neglect or damage your home and are responsible for keeping it well decorated.

A full list of your/our responsibilities can be found in your tenancy agreement or on our website: www.amicushorizon.org.uk (Search for 'repairs and maintenance').

To report repairs about your gas heating system or hot water supply, please call **0800 121 60 60**.



### Paying your rent

There are a number of ways to pay your rent:

### Set up a Direct Debit

From 1 April 2017 your Direct Debit will be collected from AmicusHorizon and not Metropolitan Housing. If you already pay by Direct Debit you don't have to do anything as your account will be updated automatically.

If you don't currently pay by Direct Debit but would like to, you simply contact us and we can make arrangements for your bank to make monthly payments to us. Once setup, this payment will then be made automatically on the same date every month.

To set up a Direct Debit if you haven't already got one, please call us now on **0800 121 60 60**.

### Pay your rent online



If you've got a payment swipe card you can pay your rent securely online at any time using **allpay.** Go to: https://pay.allpay.net/AmicusHorizon

You can also get to it if you login to **MyAccount** (see page 4).

Making a payment online is a simple process:

- 1. Enter your PRN (the long number on your payment swipe card)
- 2. Tell us how much you want to pay
- 3. Enter your payment card details and click Submit.

If you need a payment swipe card, request one for free through MyAccount (see page 4). With MyAccount you can keep up to date with your latest rent statements and service charge information.

### Make rent payments on your smartphone and tablet

You can also download an allpay app from the App Store to make payments easily on your smartphone or tablet. If you're logging into allpay for the first time, you'll be asked to create a new allpay Internet Payment account. This gives you a username and password that you will need to use to login and make rent payments.

### Pay at a PayPoint location



With your payment swipe card you can pay your rent at any Post Office. You can also pay at any shop or petrol station displaying the yellow PayPoint logo. Find your nearest PayPoint outlet here: https://paypoint.com/en-gb

### Pay your rent over the phone

We can take your rent payment over the phone using your credit or debit card. Please call us on **0800 121 60 60**, press 1 and follow the options.

# MyAccount

Save time with MyAccount – the online service from AmicusHorizon Go to: www.amicushorizon. org.uk/MyAccount

MyAccount is your online service...available 24/7! You'll love the convenience and timesaving benefits and it's so easy to set up. With MyAccount, you can:

- Update your details
- Report repairs online and track progress
- Choose a preferred appointment time
- Check your rent account payment
- Request a rent-payment card
- Contact us and make requests.

## MyAccount gives you peace of mind

Once you've signed up to MyAccount, you can check your rent statement at any time. You can also clearly see the different elements which make up your rent and/or service charges.

## MyAccount makes your life easier

You can do a lot more than check your account balance. With MyAccount, you can update the details of everyone in your household wherever and whenever you choose. All you need is a smartphone, tablet, laptop or computer.

MyAccount is your online service... available 24/7!
You'll love the convenience and time saving benefits and it's so easy to set up.

## MyAccount is safe and secure

Register for MyAccount using your email address and set your own password. All MyAccount communication is sent over a secure connection so that your personal and payment details remain safe.

### Your security PIN

The first time you use MyAccount, we need you to confirm who you are by verifying your account. To do this, we'll send you a security PIN. To request a PIN:

Click 'Request a PIN' on MyAccount Or call **0800 121 60 60**.

You can choose to receive your PIN by text or by post to your home address and you'll only need to verify your account once.

Please let us know if you find it difficult to get online...we can help with that too!

### Our commitment to you...

We want you to feel safe, secure and happy in your home. It's the one place where you can relax and be yourself. We provide a range of services which mean you can get on with your life knowing that if things get complicated, we'll be there to lend a hand.

Working together, we're confident we can provide simple, efficient and transparent services. Like you, we need to make sure we spend every penny wisely. Working side by side means each of us, as outlined in a lease or tenancy agreement, have clear responsibilities.

### Our promise to you includes:

- Making it easy for you to use our services
- Doing what we say we'll do
- Being clear about when we'll do it
- Listening to you to improve what we do
- Our staff being respectful and happy to help.

We want you to be enthusiastic about us and the homes and services we provide. We'll give our staff the tools and training they need to easily give you the service you expect, in the areas important to you. To read our full Customer Experience Statement, called 'Side by Side', visit our website: www.amicushorizon.org.uk



### Thank you for reading!

### Would you like to read this welcome pack in a different language or hear an audio version?

You can find copies of all of our publications on our website, where we also have a feature called BrowseAloud.

BrowseAloud reads text out loud to you, helps make text bigger on the screen and even translates into different languages.

Find out more about how it works by visiting: www.amicushorizon.org.uk/Accessibility

If you don't have access to the internet, or would like to receive our publications in large print – please call us on **0800 121 60 60** or email: **contactus@amicushorizon.org.uk** 

For any other queries, including tenancy management, please call **0800 121 60 60** and follow the options.

We're very keen for residents to get involved in all aspects of our work to help us improve our services. If you'd like to find out ways to get involved with us, please contact the **Resident Involvement Team** on **0800 121 60 60**.

