



Payment methods in Waltham Forest

However you want to pay your rent - cash, cheque, postal order, credit or debit card - a solution is close at hand.

Your OneCard



You will need this card to make a payment at a Post Office, PayPoint or PayZone.

Nipping down to the shops?



You can pay anywhere displaying the PayPoint or PayZone sign. There are approximately 14,000 retailers in the UK who accept these kinds of transactions.



Typical retailers include newsagents, supermarkets, petrol stations and off licences. Some PayPoints accept transactions by other methods such as a debit card - ask at your local PayPoint.

Please note that you will need your OneCard to pay using PayPoint and PayZone



[®] You can also pay at any post office in the UK with your OneCard, in cash or by making cheques payable to Post Office Counters Ltd.

Paying online?

Please visit www.aschamhomes.org.uk or www.lbwf.gov.uk, follow the links from 'online payments' and make a payment under 'housing rents' quoting your account number. Please note that only debit cards are acceptable.

Paying by debit card?



Please call Customer Services on 020 8496 4197 or our arrears hotline on 020 8531 8097 and we will help you with making a payment over the telephone.

Direct Debit



Fill in a form and let us do the rest! Once your direct debit is set up, we will send you a schedule of your payments and you can relax knowing that your rent is paid. Payments can be made on the 7th, 14th, 21st and 28th of each month.

Telephone Customer Services on 020 8496 4197 to request a form.

Standing Orders

Can't pay monthly by direct debit on the dates available? Want to pay weekly or fortnightly? Telephone rent accounts on 020 8496 4070 or our arrears hotline on 020 8531 8097 and we will gladly help you set up a standing order.

Every six months, one lucky tenant will be entered into our prize draw to win a widescreen television just for paying by direct debit!

Posting your payment?

PLEASE DO NOT SEND CASH. We can accept cheques, and post orders made payable to 'London Borough of Waltham Forest'. Please quote your reference number on the back of the cheque or postal order and post to:

London Borough of Waltham Forest
PO Box 193
Forest Road
London
E7 4JA

Lost your rent card?

Call Customer Services on 020 8496 4197 and we'll order you a new one which will be sent to you in a couple of days.