

Your Rent



Q: How can I pay my rent?

A: There are lots of ways you can pay your rent.
Just choose the one that suits you:

- **By rent payment card:**

You can use it to pay your rent at 65 extra shops in the local area and 1000's across the UK. This includes any Post Office. Look out for the PayPoint sign.



- **In person at any of Bron Afon's housing offices, which are located at:**

34 Bailey Crescent, Garndiffaith.
Fairwater Square, Fairwater.
7 Maendy Square, West Pontnewydd.

Opening times:

Monday, Tuesday and Thursday 8.30am - 5pm.
Wednesday 8.30am - 12.30pm (closed Wednesday afternoon).
Friday 8.30am - 4.30pm.

You can make payments up until 15 minutes before we close for the day.

- **In person at any one of Torfaen Council's Customer Care Centres, which are located at:**

1-2 General Rees Square, Cwmbran.
Civic Centre, Pontypool.
Church Avenue, Trevethin.
7-12 Lion Court, Lion Street, Blaenavon.

Please call **01495 762 200** for opening hours.

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- **Online or by telephone. If you have a credit or debit card, you can either:**

Call Torfaen Council's automated telephone payments line on **0845 8500 855** and follow the simple instructions to pay both rent or Bron Afon invoices.

Visit Torfaen Council's website **www.torfaen.gov.uk** and follow the links on the left of the screen to Online Services.

You'll need either the Housing Rent Reference (as stated on the front of your rent card) or the Invoice Number (as stated at the top right of your invoice). If you are paying an invoice, select the 'invoices' option to ensure that your Bron Afon invoice is paid correctly.

You can also pay your Council Tax or other Council bills by these safe and secure methods.

If you prefer, you can also speak to a Torfaen Council Customer Services Officer by calling **01495 766 002** (8am to 6pm weekdays), who will be happy to process the payment for you.

- **By Direct Debit** (please ring us on **Freephone 0800 111 42 42** if you would like more information on this).



- **By post (for cheques and postal orders only).** Please write your rent reference number on the back and send them to our address at:

Tŷ Bron Afon
William Brown Close
Llantarnam Industrial Park
Cwmbran
Torfaen NP44 3AB

Cheques and postal orders should be made payable to
Bron Afon Community Housing Ltd

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