

Payment Card Information



What are rent payment cards?

They are plastic cards, the size of a credit card, that will replace the rent book.

Why are they being introduced?

We are increasing customer choice by introducing a further 65 local outlets at which you can pay your rent. Customers will now have a payment method, 24 hours a day, 365 days per year. We also have an agreement with the council for collecting cash payments that expires in March 2011 and we need to prepare for that.

How do I use them?

You take your card to a PayPoint outlet, post office, customer care centre or Bron Afon housing office. You hand over your card with an amount of money, the card is then swiped by the cashier and you are given a receipt. You can also use your card to pay over the internet, by text or by telephone.

Can I still use my rent card?

Yes but rent cards will only be issued on demand.

Can I still use Bron Afon and the Council's offices?

Yes.

Does this mean area offices will be closing?

No.

Will it cost me any more?

No.

Who will get them?

Everyone not on direct debit. There will be one card for garage rents and one for house rents.

Can and how do I get replacement cards?

Yes. You can us on Freephone 0800 111 4242 or 01633 620111. You will be passed to the rents team who will order a new card for you.

Is my money secure?

Yes. Your receipt will be proof of payment. The industry is highly regulated and audited.

Will they tell me my rent balance?

No.

How will I know I've paid?

You will get a receipt.

Where can I pay?

At any Post Office, shops displaying PayPoint signs or existing Bron Afon or Council offices. You will find a full list of local outlets at the end of this document. However, you can pay at any Post Office or Paypoint outlet anywhere in the UK.

When will they be introduced?

1st December 2009.

Who is supplying the service?

Allpay.net. They specialise in plastic payment cards and have been carefully selected as the Bron Afon supplier.

How do I pay over the internet?

Go to www.allpayments.net, follow the simple instruction and use your credit/debit card to pay.

How do I pay by text?

Go to www.allpayments.net/textpay to register your phone, debit card and mobile number for this service.

How do I pay by phone?

Call allpay on 0844 557 8321 and follow the simple instructions to use your credit/debit card to pay.

How do I get more information?

Visit any of our housing offices or call Freephone 0800 111 4242 or 01633 620 111.

Post Offices		Total	24
Caerleon	31a High Street	Newport	NP18 1AE
Russell Drive	31 Russell Drive	Malpas	Newport NP20 6NE
Malpas	371 Malpas Road	Newport	NP20 6WB
Bettws	Units 12-13	Bettws Centre	Newport NP20 7TN
Penperlleni	Newtown Road	Penperlleni	Pontypool NP4 0AW
Panteg	110 The Highway	Pontypool	NP4 0PJ
Griffithstown	52 Windsor Road	Pontypool	NP4 5HY
Pontypool	Osbourne Road	Pontypool	NP4 6XA
Abersychan	Station Street	Pontypool	NP4 7BQ
Talywain	Willis Newsagents	79 Commercial Road	Pontypool NP4 7HX
Garndiffaith	Stanley Road	Garndiffaith	Pontypool NP4 7LH
Pentwyn	1 Pentwyn Terrace	Pontypool	NP4 7TH
Trevethin	1 Church Avenue	Pontypool	NP4 8DH
Forge Side	8 Clapham Terrace	Forge Side	Blaenavon NP4 9DE
King Street	78 King Street	Gwent	NP4 9QH
Blaenavon	Prince Street	Blaenavon	NP4 9XA
New Street	New Street	Pontnewydd	Cwmbran NP44 1EE
Maendy Square	1 Maendy Square	Cwmbran	NP44 1HN
Cwmbran	11 The Mall	Cwmbran	NP44 1PX
Edlogan Square	5 Edlogan Square	Cwmbran	NP44 2NR
Henllys Way	1-3 Greenmeadow Square	St Dials	Cwmbran NP44 4LQ
Fairwater	18 Fairwater Square	Cwmbran	NP44 4TA
Thornhill	Thornhill Centre	Thornhill	Cwmbran NP44 5YZ
Llanyravon	9B Llanyravon Square	Llanyravon	NP44 8HS

PayPoint			Total	41
The Highway Store	123 The Highway	New Inn	Pontypool	NP 4 0PJ
Spar - Capper	66-68 The Highway	New Inn	Pontypool	NP 4 0PL
Reliance General Store	47 South Street	Sebastopol	Pontypool	NP 4 5DZ
The Co-Op Group	5 Windsor Road	Griffithstown	Pontypool	NP 4 5HY
J Rowland Newsagent	1 St Mathews Road	Cwmlields	Pontypool	NP 4 5JY
Spar	33a High Street		Pontypool	NP 4 6HB
C & M News	4 Commercial Street		Pontypool	NP 4 6JJ
Albion House	Albion Road	Albion Road	Pontypool	NP 4 6LH
Pavilion Garage	Osborne Road		Pontypool	NP 4 6NR
Dimis and Sons	8 St. Lukes Road	Pontnewynydd	Pontypool	NP 4 6SU
Spar	18-19 Broad Street	Abersychan	Pontypool	NP 4 7BQ
The Co-Op Group	Stanley Road	Garndiffaith	Pontypool	NP 4 7LH
Penygarn Post Office	Channel View	Penygarn	Pontypool	NP 4 8BN
Spar - Capper	7 Church Avenue	Trevethin	Pontypool	NP 4 8DH
A B Stores	89 George Street	Pontnewynydd	Pontypool	NP 4 8NX
Coed Wood Stores	7a Coed Road	Blaenavon	Pontypool	NP 4 9LJ
The Co-Op Group	Ivor Street	Blaenavon	Pontypool	NP 4 9NA
Spar - Capper	26 Broad Street	Blaenavon	Pontypool	NP 4 9NE
Davies Newsagents	31 Broad Street	Blaenavon	Pontypool	NP 4 9NF
Spar	Woodland Street	Blaenavon	Pontypool	NP 4 9NR
Blaenavon Texaco	Abergavenny Road	Blaenavon	Pontypool	NP 4 9RG
Somerfield	High Cross Road	Rogerstone	Newport	NP10 9AE
Pipers News	36 Goldcroft Common	Caerleon	Newport	NP18 1NG
Spar - Capper	Caerleon	Ponthir Road	Newport	NP18 3NY
Malpas Convenience Store	4 Malpas Road		Newport	NP20 5PA
Spar Priory	173 Larch Grove	Malpas	Newport	NP20 6LA
Spar - Capper	363 Malpas Road		Newport	NP20 6WB
Bettws Service Strn.	Monnow Way	Bettws	Newport	NP20 7DB
McColls	6-7 Bettws Shopping Cent	Bettws	Newport	NP20 7TN
Pontnewydd General Stores	60 Commercial Street	Pontnewydd	Cwmbran	NP44 1AE
Maendy Way Stores	3 Maendy Square Shops	Pontnewydd	Cwmbran	NP44 1HN
Alldays	26 North Road	Croesyceiliog	Cwmbran	NP44 2EN
K & S General Store	5-7 Crosswen	Oakfield	Cwmbran	NP44 3DS
Premier Henllysway	2-3 Green Meadow Square	St Dials	Cwmbran	NP44 4LQ
Happy Shopper	4-5 Blenheim Square	Fairwater	Cwmbran	NP44 4RS
Pantry Shop	12 Lyncroft	Greenmeadow	Cwmbran	NP44 4SJ
Spar - Capper	9-13 Fairweather Square		Cwmbran	NP44 4TA
		Upper		
Hussains Newsagent	Sycamore Place	Cwmbran	Cwmbran	NP44 5TB
Offway Stores	18 Offway	Coed Eva	Cwmbran	NP44 7DR
Trostrey Stores				
Newsagent	128 Trostrey	Hollybush	Cwmbran	NP44 7JF
Cwrt Bleddyn Stores	Cocker Avenue		Cwmbran	NP44 7JJ