

# Pay your rent and garage charge via the internet

Making life easier for you

Enter the payer details.

**Payer Details**

Title (E.g. Mr/Ms)

Forename

Surname

House No./Name

Street

Area

Post Town

County

Postcode

Telephone Number

Fax Number

E-mail Address

Needed if you want a receipt

Accept  Cancel

Click on 'accept' if you want to proceed with this payment.

**Look out for Hounslow Homes online, the company's new internet site. The new site will be launched shortly where you can pay your rent, report a repair and find out more about your housing management company at the click of a mouse.**

If you require a copy of this leaflet in another language, large print or braille, please call 020 8583 2299 or minicom on 020 8583 3122.

## Translations

Haddii aanad fahmayn dokomantigan, waxaa kuu diyaar ah kaalmo lacag la'aan ah oo aad ka heli kartid Waaxda Turjumida. Telfoonku waa: 020 8583 2290

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਤੋਂ ਮੁਫਤ ਮਦਦ ਮਿਲ ਸਕਦੀ ਹੈ। ਫੋਨ ਨੰਬਰ ਹੈ: 020 8583 2297

यदि आपको यह दस्तावेज़ समझने में मुश्किल आती है तो ट्रांसलेशन युनिट से मुफ्त मदद मिल सकती है। फ़ोन नंबर है: 020 8583 2520

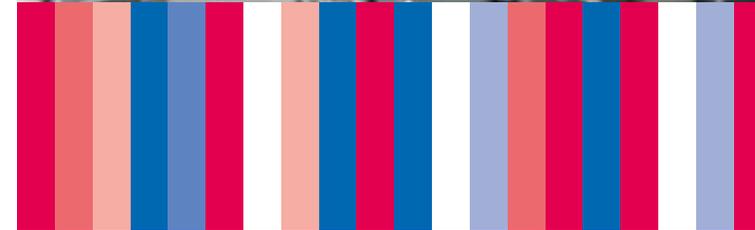
اگر قادر به فهمیدن این سند نیستید، کمک به نحو مجانی از طرف بخش ترجمه فراهم می باشد. شماره تلفن 020 8583 2299 است.

જો તમને આ દસ્તાવેજ વાંચવામાં કે સમજવામાં મુશ્કેલી પડતી હોય તો, ટ્રાન્સલેશન યુનિટમાંથી મફત મદદ મળી શકે છે. ટેલિફોન નંબર છે: 020 8583 2294

اگر آپ کو یہ دستاویز سمجھنے میں کوئی مشکل ہے تو آپ کو ٹرانسلیشن یونٹ سے مفت مدد مل سکتی ہے۔ ٹرانسلیشن یونٹ کا نمبر ہے 020 8583 2299

You will be given a number which is proof of receipt. Please quote this number in any query regarding your payment.

PUBLISHED BY THE COMMUNICATIONS TEAM  
ST CATHERINE'S HOUSE  
2 HANWORTH ROAD  
FELTHAM  
MIDDLESEX  
TW13 5AB  
TEL: 020 8583 4137



HSG SVS/COMMS/2004/004

[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

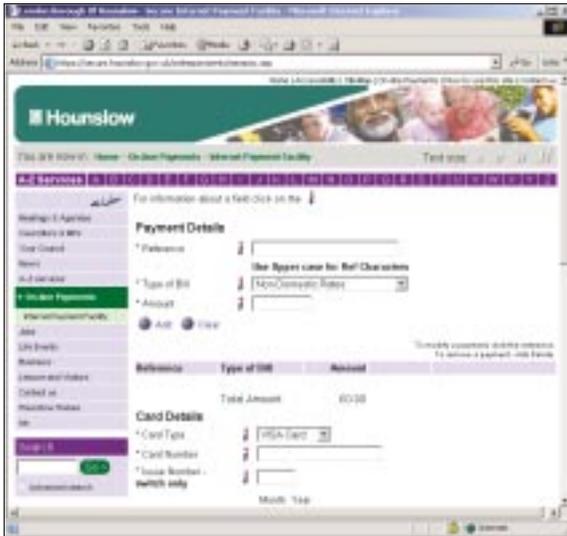
**Hounslow Homes**  
Managing quality homes for Hounslow

**Hounslow**

**If you want to pay your rent, repairs recharge, or your council garage charge online, please follow these steps;**

Select website [www.hounslow.gov.uk](http://www.hounslow.gov.uk) or phone the 24 hour automated telephone payments system on 020 8583 5959.

Click on 'online payments' and 'interent payment facility'. This takes you through to a secure server.



**1. Payment details**



Under '**reference**':

If you choose **rents swipe card**, you need to leave out the first 6 digits, which are always 633574. Type in the next 12 digits leaving out the last number. This is in the information if you click on the **i** next to the reference field.

If you choose **rents 14 digits**, you need to enter the full 14 digits from your rent card or statement of account. This includes the leading zeros.

Please do not insert dashes or gaps on any payment details as this will cause it to reject.

**2. Select the type of bill you want to pay from the drop down window**

**3. Type in the amount you wish to pay**

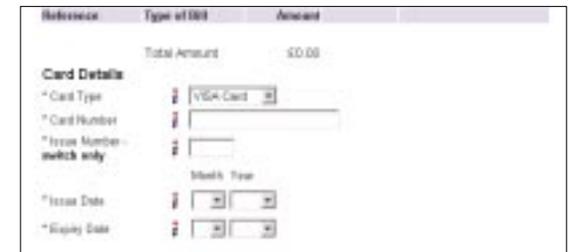
Enter the amount in pounds and pence (eg 10.00 = £10). Do not enter a £ symbol.

If you have made a mistake click on clear. If not please click on '**add**' if correct.

**4. Card details**

Go to **Card details** and select your card type from the drop down window.

Enter the **card number** from the front of your card without any spaces.



Enter the **issue number** for **switch cards only**, leave blank for other cards.

Enter the **issue date** shown on the front of some cards. Select corresponding month and year from the drop down window. Leave blank if there is no issue number on your card.

Enter the **expiry date** shown on the front of the card and select month and year from the drop down window.