

Transcript for the ‘How can I pay my rent?’ video

Video summary:

This video tells you the different ways that you can pay your rent. There is no audio in this video.

Visual
Blue text on a white background appears on-screen. [Text appears on-screen:] “How can I pay my rent?”
Blue text on a white background appears on-screen. [Text appears on-screen:] “We’ve got a few quick and easy ways to stay on top of your rent account...”
White text on a purple background appears on-screen. Graphics of a clock and a calendar appear on-screen. [Text appears on-screen:] “Pay online This is an easy and convenient way to way, 24 hours a day, 7 days a week”
White text on a purple background appears on-screen. A graphic of a computer appears on-screen. [Text appears on-screen:] “Register or log in to your customer account today. (If you’re registering, you’ll need your customer reference number handy).”
White text on a blue background appears on-screen. A graphic of a telephone appears on-screen. [Text appears on-screen:] “Direct debit This is the easiest way to pay your rent, which you can set up and manage by getting in touch with us on: 0800 652 0898 Or you can complete the form on our website.”
White text on a blue background appears on-screen. A graphic of a calendar appears on-screen. [Text appears on-screen:] “Once you’ve set this up, your rent is automatically sent to us from your bank account each month on the day you’ve set to pay.”
White text on a blue background appears on-screen. A graphic of two speech bubbles appear on-screen. [Text appears on-screen:] “If your rent changes, we’ll let you know and change the Direct Debit amount with your bank – you don’t need to do anything.”
White text on a purple background appears on-screen. [Text appears on-screen:] “Over the phone You can make a payment at any time, day or night, 24/7. Call us on:

<p>0800 652 0898</p> <p>And we'll take you through it step-by-step (don't forget your account number!)"</p>
<p>White text on a blue background appears on-screen.</p> <p>A graphic of two figures with an arrow between them appear on-screen.</p> <p>[Text appears on-screen:]</p> <p>"Bank transfer</p> <p>You can pay your rent straight from our bank account to ours.</p> <p>Be careful to input our correct bank information listed on our website."</p>
<p>White text on a blue background appears on-screen.</p> <p>[Text appears on-screen:]</p> <p>"You must quote your customer reference number, otherwise we won't know who the payment's from."</p>
<p>White text on a purple background appears on-screen.</p> <p>A graphic of a piggy bank appears on-screen.</p> <p>[Text appears on-screen:]</p> <p>"Standing order</p> <p>This is similar to a Direct Debit, which you can set up with your bank directly using the details on our website.</p> <p>You must quote your customer reference number, otherwise we won't know who the payment's from."</p>
<p>White text on a purple background appears on-screen.</p> <p>[Text appears on-screen:]</p> <p>"If your rent changes, it's up to you to contact your bank and change the amount you pay."</p>
<p>Blue text on a white background appears on-screen.</p> <p>[Text appears on-screen:]</p> <p>"Want to check your latest rent balance?</p> <p>You can do this at any time by texting BAL to:</p> <p>07860 063211"</p>
<p>Blue text on a white background appears on-screen.</p> <p>[Text appears on-screen:]</p> <p>"For more information, visit our website:</p> <p>www.vividhomes.co.uk"</p>

If you'd like any more information or support on this topic, please get in touch

<https://www.vividhomes.co.uk/contact-us>