Your rent and service charges:
frequently asked questions

The basics

When will my new rent start?

Your new rent and service charge will begin in April. Please refer to your cover letter for the specific date.

Do I need to update my payments?

▶ **Direct Debit:** No action is needed. We'll automatically adjust your payments (including any arrears) and send you a confirmation letter.

▶ **Standing Order:** You'll need to update the payment amount directly with your bank. Please make sure the amount covers your rent (including any arrears).

▶ **Other methods:** Update your payments to match the new figure starting in April.

Ways to pay from 10 March 2026

From 10 March 2026, we'll have a new payment provider, bringing you more convenient ways to securely pay your rent and service charges.

Method	How it works
Online account via customer portal	Access the customer portal via the RHP website **(www.rhp.org.uk)** to make card payments.
RHP Payment Portal	Access the new RHP Payment Portal via your online account to pay by card or open banking (pay by bank).
Mobile payment app	Download and install the new RHP Payment App for Android or iPhone to make payments on the go and receive free SMS or email receipts.
Direct Debit	Set up weekly, fortnightly, four weekly, or monthly payments via your online account or call **0800 032 2433**.
Automated telephone payment service	Call **0800 032 2433** and select **option 3** to pay over the telephone. You'll need your Service Account Number (SAN) for this.
At any shop offering PayPoint	Pay with cash or card at any shop displaying the PayPoint yellow and blue sign. Search the PayPoint store locator: **www.paypoint.com/store-locator** to find your most convenient shop.
Bank transfer	**Sort code:** 30-80-12 **Account number:** 10864160 **Account name:** Richmond Housing Partnership **Reference:** Your Service Account Number (SAN)

Support and benefits

If you receive Housing Benefit

If you live in the London Borough of Richmond, you won't need to do anything. We'll let the council know about changes to your rent. If you live in the London Borough of Hounslow, the London Borough of Hillingdon, the Royal Borough of Kingston Upon Thames, or Spelthorne Borough, please contact your local housing benefit office to give them the updated figures.

Support and benefits (continued)

If you receive Universal Credit

You need to let Universal Credit know about the changes to your rent, so they can continue to pay the correct amount for your housing costs. You must report your new rent change via your UC online journal on the day the change happens (not before).

What should I do if I'm struggling to pay?

Please contact us as soon as possible: we're here to help.

- Check out: **www.rhp.org.uk/ your-home-services/financial-support**
- Complete a contact form: **www.rhp.org.uk/contact-us**
- Give us a call: **0800 032 2433**
- Drop-in: **Wednesdays** between **10am and 2pm** at 8 Waldegrave Road, Teddington, TW11 8GT.

You can find out if you're entitled to financial help at **www.gov.uk/benefits-calculators** or call Citizens Advice for guidance on **0800 144 8848** or visit **www.citizensadvice.org.uk**.

Can I appeal the new charge?

- **Assured tenancies:** please refer to the guidance notes in your Section 13 notice.
- **Other tenancies/leases:** If you wish to appeal or discuss your arrears, please get in touch.

Using the new customer portal

From 10 March we're launching a new customer portal that offers enhanced self-service options, making it easy for you to carry out simple transactions anytime, anywhere, and from any device.

What can I do via the new customer portal?

- Check your balance and make payments
- View your account statements
- Request repairs and view your history
- View 'how to' videos for common repairs that are your responsibility
- View tenancy documents
- Add and update your personal information
- Manage your settings

How do I access the customer portal?

Visit: **www.rhp.org.uk**, and click '**Login**' or '**Register**' at the top of the page.

Why do I need to re-register my online account?

From 10 March 2026 you'll need to re-register your account, to enable you to access our new customer portal.

How do I re-register for the customer portal?

Visit **www.rhp.org.uk** and select '**Register**' in the top right corner of the webpage. To complete the process, you will need to enter your Service Account Number (SAN), which is the 19-digit number starting with **9826** that you'll find on your cover letter.

Before this date, you can continue to use our current portal by logging into your online account in the usual way.

Registering for the RHP Payment Portal

To access enhanced payment options, you can pay directly by card or from your bank account (open banking) using the new RHP Payment Portal (available from 10 March). To save time and access your payment history on the portal, you can register for a payment portal account via the customer portal. When registering for your payment portal account, you'll need to select your Service/Account Type and enter your SAN.

What is the SAN and barcode, and why do I need them?

On the cover letter we have included a barcode with your Service Account Number (SAN). The same barcode also appears on your payment card, if you have one. You can scan the barcode when making an in-store payment.

Will existing payment cards continue to work?

If you have a green Rent Payment Card (Allpay card), it will continue to work for now, however these cards will eventually be phased out. We'll contact customers who currently use this payment method with alternative arrangements in the coming months.

How do you guarantee security through your payment platforms?

Our payment platforms are PCI-DSS compliant, which is the mandatory global security standard for handling credit/debit card data.