

Frequently Asked Questions

Q1: How do I pay my rent?

Argyle Housing are committed to providing diverse and convenient options for payment methods to cater to the varied preferences and circumstances of our residents.

Automatic Deductions from Centrelink: Residents receiving Centrelink benefits have the option to set up automatic rent deductions. This can be done either by contacting your Client Support Specialist at Argyle Housing or directly reaching out to Centrelink. This method ensures punctuality and eliminates the need to remember due dates, allowing for a more manageable and stress-free experience.

Client Portal: We also offer a secure online portal for residents who prefer digital transactions. By logging into portal.argylehousing.com.au, residents can pay their rent directly through a secure link to their bank, providing a smooth and efficient payment process. portal.argylehousing.com.au

In-Person Payments: For those who prefer face-to-face transactions, we accept payments at any Argyle Housing office. Residents can pay using their **EFTPOS** card, or via savings or cheque accounts. However, please note that we do not accept credit card or cash payments in our offices, as part of our commitment to maintaining secure and traceable transactions.

Bank Transfers: Lastly, for residents who prioritise convenience and flexibility, we accept payments transferred directly from personal bank accounts into Argyle Housing's account via Electronic Funds Transfer (EFT). This option can be most suitable for residents who prefer to manage their payments within their own banking interfaces.

BSB: **062 511**

Account number: **10186391**

Account name: **Argyle Community Housing Ltd**

Payment reference: **Your Tenancy ID**

No matter which method our residents choose, Argyle Housing is committed to providing support and guidance, ensuring that the payment process is streamlined, secure, and tailored to the individual's needs.

Q2: How do I use the Client Portal to make a payment?

At Argyle Housing, we recognise that while our online portal provides numerous benefits, some of our Clients may require help navigating it. Therefore, we are dedicated to providing comprehensive instructions and support for using our client portal.

Using the Client Portal: Upon logging into your account at portal.argylehousing.com.au, you will find a user-friendly interface designed for seamless navigation. Here, you can manage your rent payments, review your payment history, and access your statements with just a few clicks. You can also update your personal information, ensuring that our records are always up to date.

Support and Guidance: For those who are new to the portal or are not tech-savvy, we offer step-by-step guidance to navigate and use the portal effectively. Our dedicated support team is available to walk you through the process, either over the phone or in-person at our offices. They can instruct you on how to set up payments, check your rent balance, and use other features of the portal.

Even as we continue to embrace technology and digital solutions, we remain committed to providing personalised support for all our residents, ensuring everyone can benefit from our services. Remember, whether you prefer digital or face-to-face transactions, Argyle Housing is here to assist you every step of the way.

Q2: Who can I contact for more guidance on the best option for me?

For more guidance on the best payment option for you, please reach out to our experienced Client Support Specialist team members in your local office. They are available to assist you during our office hours and can be contacted via phone or email. We aim to provide personalised support to better cater to your needs and ensure your experience with Argyle Housing is seamless and satisfactory. Please call **1300 274 953**

Q3: How do I ensure that my payment has been correctly received by Argyle Housing if I change my payment method?

At Argyle Housing, we understand the importance of keeping track of your rent payments, especially if you have recently changed your method of payment. We have established two convenient avenues for you to verify your rent payment status.

Online Rent Statement: The first option is through our secure online client portal. After logging into your account at portal.argylehousing.com.au, you can easily access your rent statement. This digital record provides a clear, up-to-date summary of your payments, allowing you to review your payment history at any time, from anywhere with internet access.

Rent Review Call: Alternatively, if you prefer a more personal touch or lack internet access, you can call our Rent Review team on **1300 274 953**. Our dedicated staff members are at your service to provide the information you need. Upon request, they can offer a comprehensive review of your rent payment status and, if needed, mail you a physical copy of your statement. This allows you to maintain a tangible record and provides an opportunity to clarify any queries directly with our team.

In both ways, Argyle Housing is committed to ensuring transparency, offering you easy access to your payment history, and providing personalised support whenever you need it.

Q5: Does this change mean I will incur additional costs?

At Argyle Housing, we strive to maintain transparency and fairness in our billing processes. The shift to this new payment system comes with no additional costs for our residents. It is designed to streamline your experience and make payments more convenient for you. However, it's important to note that external factors, such as banking transaction fees or changes in legislation, could potentially introduce additional costs in the future. If such a situation arises, we pledge to communicate these changes to our residents in a timely and clear manner. Our aim is always to provide a service that respects your budget and financial peace of mind.

Q6: Is it mandatory for me to switch to the new payment method?

For Clients currently using the NAB rent card payment system, we acknowledge that this transition may require some adjustment. Yes, you will need to choose another method to pay your rent. As outlined in the response to Q1, Argyle Housing provides several payment options, including our secure online portal, checks, or payments at one of our offices. We understand that changes can be unsettling, and we are committed to supporting you throughout this process. Our Client Support Specialist team are available to guide you in selecting a new payment method that best suits your needs and comfort level. At Argyle Housing, our priority is to ensure that this transition is as smooth and hassle-free as possible for all our residents.

Q7: What if I'm not comfortable with online banking, as I've never used it before?

At Argyle Housing, we understand that our Clients have diverse needs and comfort levels when it comes to managing their finances. While digital banking has become a popular choice due to its convenience and efficiency, we recognise that not everyone may be comfortable with this mode of transaction. Therefore, we offer a variety of payment methods to cater to the varied preferences of our Clients. Those who prefer face-to-face transactions, payments can be made in person at our office during office hours. We encourage any Client who is unsure about the best payment method for them to reach out to our customer service team. They are well-equipped to provide information and guidance, and can help find a solution that best fits each individual's situation. Ensuring the comfort, convenience, and satisfaction of our residents is our highest priority.

Q8: I don't have access to the internet, what should I do?

At Argyle Housing, we recognise that not everyone has reliable or continual access to the internet. While online transactions offer convenience and speed, they might not be a viable option for all our Clients. We want to assure those without internet access that their needs and comforts are also a priority for us.

We warmly invite residents to visit our offices to make payments in person. This provides an opportunity to engage in a face-to-face transaction, fostering a personal relationship with our team. We accept payments through EFTPOS, savings, or cheque accounts at any Argyle Housing office. However, please note that we do not accept cash or credit card payments, as part of our commitment to maintaining secure and traceable transactions.

By offering in-person payment, we aim to provide an inclusive, flexible, and convenient rent payment solution for all our Clients. We believe in maintaining an open-door policy, and our friendly staff are always ready to assist you. Remember, our commitment is always to make your experience with Argyle Housing as seamless and comfortable as possible.

Q9: What if I don't own any smart devices to carry out electronic transactions?

At Argyle Housing, we understand that not everyone has access to smart devices or feels comfortable with digital transactions. Despite the digital revolution, we recognise the importance of providing traditional alternatives that are equally efficient and secure. If you find yourself in this category, there's no need to worry - you can visit our office to make your payments in person.

This option is designed with you in mind. We believe in the value of face-to-face interactions and the trust it builds. By visiting our office, you can engage directly with our friendly and professional staff who are ready and willing to assist you with your payment. You can make your payments through your EFTPOS card, or via savings or cheque accounts. However, please note that we do not accept cash or credit card payments in our offices, to ensure the traceability and security of each transaction.

We consider this face-to-face service as more than just a payment option - it's an opportunity for us to interact directly with our residents, understand your needs better, and offer you a personal, friendly service. This is part of our commitment to ensuring that every Client, irrespective of their digital accessibility or comfort with technology, can enjoy a smooth, convenient, and stress-free rent payment process. At Argyle Housing, your comfort and satisfaction are our utmost priority, and we continue to strive for an inclusive service that caters to all our Clients' needs.