

HOW TO PAY USING THE BLLENHEIMS TENANT PORTAL

Our portal allow Home Owners to pay their service charge quickly and easily on line using a debit card. Please note that should there be a credit on your account you will not be able to use this facility, but should call our Accounts Receivable Team on 01803 668 730 so that they may assist in person.

USING THE SYSTEM FOR THE FIRST TIME?

You need to register with us using your email address and your Reference Number (found as a 9-digit code on your Application for Payment).

The process is simple:

- Go to **www.blenheims.co.uk**
- Select **Leaseholders and Residents** from the menu
- Click on **Pay Online**
- Enter the first two digits of your Reference Number (9-digit code on your Application for Payment). This takes you to our secure payment area
- Click on **Registration & Forgotten Password**
- Enter your **Reference Number** (Called Tenant Reference Number on Screen)
- Create a User Name
- Enter your email address
- Click on the Register button

For security the **Blenheims Portal** then checks your email address against our systems to ensure that they match. As long as they do, you will be emailed a password that you can then use to access the **Blenheims Portal**. This password can be changed to something more memorable. **Please remember to keep a note of your user name and password – it is your responsibility to keep these safe and secure.**

If the email address you use to register cannot be found in our system, you will not be able to register. Should this happen, contact any member of the Accounts Receivable Team on 01803 668 730 or salesledger@blenheims.co.uk and we will update your record, including your email address.

USING THE SYSTEM TO MAKE A PAYMENT

Remember that as well as paying your service charge you can also view your account and payment history.

- Log on using your user name and password
- Click on Make a Payment from the menu on the left hand side
- This will bring up a screen showing a breakdown of service charge that is due
- Select £ on **each line** and click on the Process Payments button
- Choose the type of Debit Card you want to use to pay with
- Confirm the amount to be paid & you will be directed to the Worldpay site
- Once payment has been made and accepted:
 - You will be redirected back to the Blenheims Portal
 - A confirmation email from Worldpay will be sent to you
 - You will be given a reference number to use in any correspondence
 - The portal will show that payment has been received.

Should you have any queries regarding your payment, please contact Accounts Receivable on 01803 668 730 or salesledger@blenheims.co.uk.