

How to Pay Online

This is how you can pay your rent or service charges online:

Register for service

Please enter your details below. If you have forgotten your password then when prompted for a username please enter your current username and enter a new password. If you are registering for the first time you may select your own username and password. Please note that all details marked * must be completed and you must be provided an e mail address and at least one contact telephone number. Please include area codes when entering telephone number(s).

Surname *

Date Of Birth *

Tenancy Reference *

OR

Application Reference

Next

Step 1: To access our Residents' Self-Service Facility (Residents' Portal), log onto our website: www.castlesandcoasts.co.uk and click on 'Residents Portal' on the home page.

Step 2: To register, you'll need to enter your surname, date of birth and your tenancy reference number. The portal will then ask you to choose a username and password.

Registered Office 3 Paternoster Row, Canvey, Canvey, CA3 8TT

Home My Account About Me

- Tenancy Details
- Tenancy Statement
- Make a Payment**
- Housing Officers

Step 3: After logging in with your chosen username and password, click on My Account and select Make a Payment.

Pay

Amount to pay

Current Balance

Weekly Amount

Other amount (please enter below)

£

Pay

Step 4: You can then decide to pay your current balance, the weekly amount or any other amount. When you click 'Pay' you'll be taken to the card processing site where you can securely enter your card details.

For payments to show on your account the next working day, they must be made before 6 pm the previous day. If you have any queries, please contact Customer Services on: **0800 085 1171**.