

## How to make a payment

### How to make online payments by debit or credit card

If you'd like to pay your service charge online, by debit card or credit card you'll first need to register to use **my.Zenith**, our unique online portal. We accept most debit and credit cards.

### How to make telephone payments by debit or credit card

We accept most debit and credit cards and we will be happy to help you. Just call a member of our team to arrange a payment by credit or debit card.

### How to make a bank transfer to the development account

Details of how to make a bank transfer will be contained on your invoice. Use these to pay by bank transfer direct into the bank account for the development.

### How to make cheque payments

Details of how to make a cheque payment will be contained on your invoice. Please make cheques payable to the relevant company name and send to the address quoted on your invoice.

### What happens regarding late payments

It is important that you pay your account on time. If payments are not made promptly services to your development may be affected. Contractors may refuse to attend due to non-payment of invoices and utility supplies could be disconnected or insurance discontinued.

**If you're having problems paying your account, contact us. We will be able to help.**

### Our policy on late payment is:

- A **first reminder** will be sent to you in writing **7 days** after the invoice due date.
- If we haven't received payment, a **second reminder** letter will be sent **14 days** after the first reminder. A late payment fee will be charged to cover our administration costs. Interest may also be charged to your account.
- Finally, a **third reminder** will be sent **7 days** after the second reminder. This will confirm that we will be passing your account to independent solicitors or a debt collection agency.