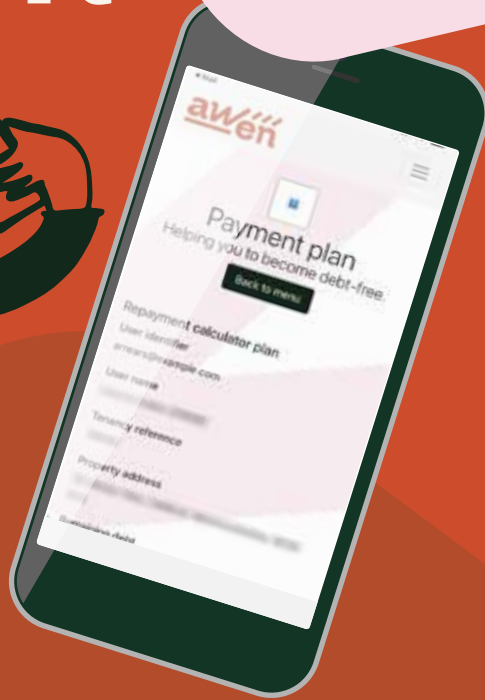




MyAwen App User Guide

How to use the Payment Plan Feature



Follow these simple steps to request a Payment plan to reduce your arrears in a way that fits your budget.

If you are in arrears, you can request a payment plan to reduce your arrears in a way that fits your budget.

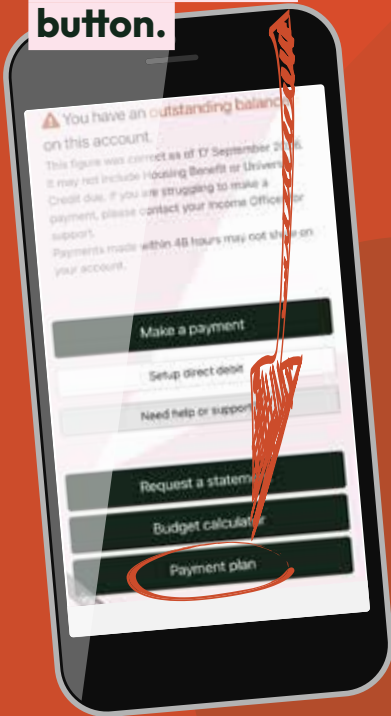
1. Let's get started: head over to MyAwen app and you will be greeted by our homepage.



2. Next click on rent account.



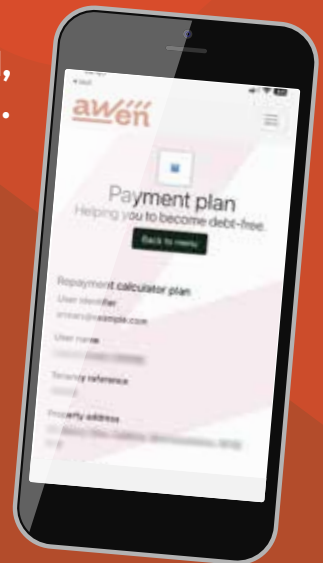
3. When you reach your rent account, you will see this page. Click on the circled Payment Plan button.



4. You've now reached the Payment Plan page, choose and fill in:

- Initial Payment number
- A date you'd like to start
- How often you'd like to make repayments

Once completed, click 'next'.



Don't struggle in silence

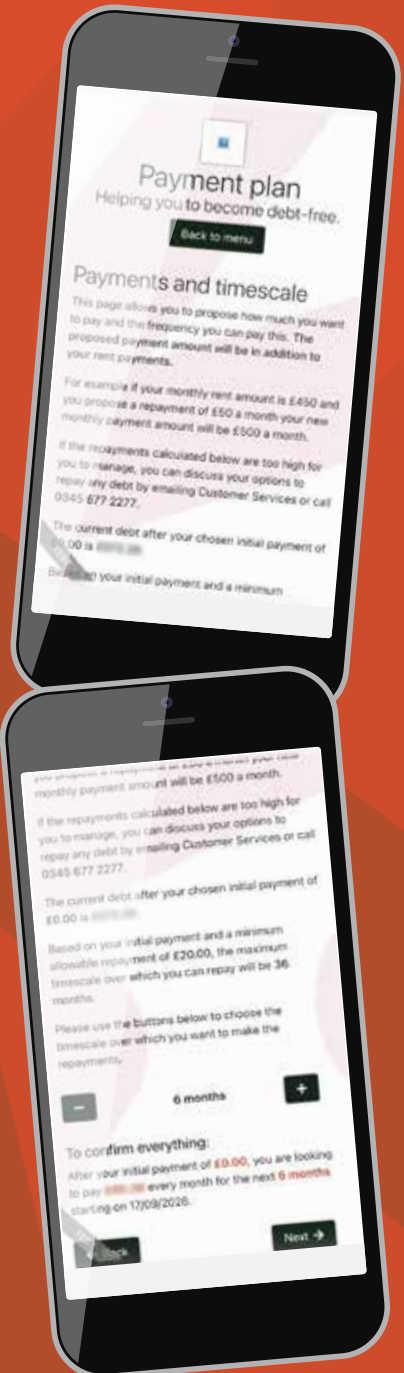
If you require any support filling in this plan, our friendly officers are here to help! Give us a call!

5. The next section is all about Payments and timescale.

This page allows you to propose how much you want to pay and the frequency you can pay this. The proposed payment amount will be in addition to your rent payments.

For example if your monthly rent amount is £450 and you propose a repayment of £50 a month your new monthly payment amount will be £500 a month.

Scroll down and you'll see an option to choose a **timescale** using the **+** to **increase the timescale** or the **-** to **decrease the timescale**.



6. Lastly, you'll be taken to a summary page – if you're happy with the page, click 'submit'.



We have created a suite of 'How to' guides to help you to use the App, if you are struggling, please contact us on **0345 677 2277** and we will be happy to talk you through what you need to do.



If you require this document in Welsh or any other language, large print, Braille or in an audio format. Please contact the **0345 677 2277** or email **customerservices@awenhomes.co.uk**



We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not lead to a delay.

Rydym yn croesawu gohebiaeth yn Gymraeg. Os byddwch yn cysylltu â ni yn Gymraeg, byddwn yn ymateb yn Gymraeg ac ni fydd hyn yn achosi unrhyw oedi.

awen

Find us on...

