

FAQ's Online Payments

Q: Can I make a payment using a credit/debit card?

A: Yes.

Q: Can I set up recurring payments?

A: Yes. When making a payment select the "frequency" of your payment of "recurring". The payment will continue to process every 30 days.

Q: Can I stop my recurring payments?

A: Yes. Under the "My Account" tab, select "scheduled payments", under "actions" click on "stop" under the "active" recurring payment. An email confirmation will be sent to the email the user has on file. **The PHA does not have the ability to stop recurring payments.**

Q: What type of payment methods are accepted for recurring payments?

A: Savings, checking accounts, and credit/debit cards.

Q: Will I receive a confirmation that my payment was submitted?

A: Yes. An email confirmation will be sent to the email the user has on file.

Q: Does recurring amounts include all charges?

A: The recurring amounts are set-up by the user (registered login individual). If the user only sets up the dollar amount of their monthly rent, than no other charges will be submitted during the recurring submission. They will need to enter a separate payment, as a "one time payment".

Q: Is there a fee for paying online with a checking or savings account?

A: No, if using a checking or savings account (entering a routing and account number).

Q: Is there a fee for paying online with a credit/debit card?

A: Yes, if using a credit/debit card, there is a 3% convenience fee. (example: payment amount \$300 there is \$9 fee assessed.)

Q: Is the fee refundable?

A: No.

Q: Does the fee go to the PHA?

A: No. The fee is paid to the credit/debit card vendor.

Q: Is the fee assessed each time I use a credit/debit card?

A: Yes. Every transaction with a credit/debit card, will be assessed the fee.

Q: What type of credit/debit cards are accepted?

A: Visa, Master and Discover.

Q: Can I cancel my online payment?

A: Yes, only if payment was made using a savings or checking account. And must be completed within an hour of submission (time may vary depending on time of submission). **NOTE: If you wish to cancel a payment before exiting the US Bank online payment system, you must exit the online payment system and log back in, or the payment will automatically be set to "recurring".**

Q: I'm a former tenant and have an outstanding balance with the PHA can I make a payment online?

A: At this time, no.

Q: Is there a maximum amount that I can pay online?

A: \$3,500 per transaction.