argyll community housing association

Making a Payment through ACHA's Website

Frequently Asked Questions

Question: **I am having difficulty accessing the screen to make a payment**
Answer: Please contact acha-itsupportteam@acha.co.uk with any technical queries

Question: **How will I know if my payment was accepted?**
Answer: Your payment will be confirmed on the screen. You will also receive a confirmation e-mail

Question: **I was in the process of inputting my details when my pc jammed. How do I know if my payment was accepted?**
Answer: If you did not receive a confirmation e-mail then the payment has not been accepted.

Question: **It will not accept my reference number when I try to make a payment**
Answer: Please refer to the HELP screen for details on how to input reference numbers. If you continue to have difficulty please contact acha-itsupportteam@acha.co.uk

Question: **A message says that the system is not currently available**
Answer: Please contact acha-itsupportteam@acha.co.uk with any technical queries

Question: **Am I able to access my weekly rent charge and the balance I currently owe?**
Answer: At the moment this facility is not available

Question: **When will my payment appear on my rent account?**
Answer: If you make a payment before 4pm it will be reflected on your rent account the following day.