7/21/16

Do you use a debit or credit card machine for rent and other charge purposes at the PHA?  
If so, what company do you use for the service and what is the fee charged?  Have you had any audit issues using a card machine?

 Only 8 housing authorities responded that they take cards.

We are just getting starting with a debit and credit card machine and also the resident can pay on line, hopefully by August 1, 2016 we should have that system running.  Lindsey is the company we are dealing with. The system they are setting it up with is call Sage Resident Portal.  For the fee you would need to contact the Lindsey Company. (Alice)

Yes, Square, 2.75%. yes (audit problems). (Anson)

MerchantWare Online system (Atlanta)

We do not use a credit card machine at the PHA; however, we do allow our residents to pay their rent online via credit or debit.  This service is setup through Housing Manager, which is internal to Lindsey, our housing software.  The fee charged is 2% of the total bill.  We just started using this in December 2015, so we have not had any audit issues yet. We made the decision not to take cards in our office because the liability and required training is much higher if you physically handle the card.  The 2% we charge the residents is very close to what we are billed.  Fees vary from card to card, but after several months we determined this was our average cost.  Our goal was to make this a break even proposition.  We had to work with Lindsey and the credit card service provider (Sage) to implement this.  The good thing with doing it this way is that the payment is automatically posted to the resident’s account when we import the data each day. (Temple/Belton - CTHC)

Our participation is very low, no service fees, not enough participants to make it worth while.  Edinburg

We use our bank and eat the fees. (Lubbock)

Our banking is done through Citizens National Bank out of Henderson, TX.  They provided a merchant card reader (1st pay mobile) that we pay 8.95 a month to use.  The reader goes on our iPad.  Other fees are based on the types of cards used.  The percentage is a little different for each type of card.  Overall the card usage fees average about $230 per month on around $7,000 in sales.  On average about 0.03% charge per transaction.  We have been accepting cards for payment for the past 3 years with no issues from HUD or auditor.  It is a small fee to offer our residents the convenience of not having to get a check or money order to pay their rent. (Mt. Pleasant)

National Processing Company; Charges of 1.55% – 1.70% of receipts monthly in total charges, fees, etc. Never a question with the auditor. Using it since 2011. (New Boston)

Corsicana does use a debit/credit card machine.  We purchased the machine and pay Texas Independent Bank a maintenance fee each month to provide the electronic service.  The fee is generally $150-200 per month.  We are very happy with this option and most our our residents use this option to pay their charges.  We also draft some account automatically which works best for elderly residents whose SS income is fixed. (Corsicana)