

Monetisation Internal FAQ

Question	Answer
How are you gonna charge me?	We will collect the first payment and payment details via credit card or Ideal (via a payment form on HA).
Am I paying automatically?	Yes, payments will then be subtracted automatically every month from the payment method first provided when the subscription was set up.
Frequency of payments? Monthly, yearly?	Monthly
Discount for a yearly subscription?	No, there's no yearly discount, and this price is an introductory price, so it's likely to change based on the feedback we will receive
When am I gonna be charged? After the monetization? 17th? Beginning of the month?	<p>You will only be able to leave your payment details and make your first payment when Monetisation begins on the 17th.</p> <p>Payments each month will be pegged to the same day the subscription was first started. For example if I start my subscription on the 17th, I will be charged on the 17th for each following month my subscription is active.</p>
How many payments can I do with my subscription?	Unlimited payments to unlimited tenancies.
How can I cancel the subscription?	It's possible to cancel it by visiting account > Subscriptions
How is the relation between the Payment subscription and other products of HA I'm paying already for?	<p>There's no relation at the moment, they'll be completely independent. This means if a user has two subscriptions, they'll have two separate transactions from their account each month.</p> <p>In future Quarters we'll merge these subscriptions, so landlords can have one payment.</p> <p>We'll collect new requirements before making such a change, maybe it turns out landlords want it kept separate.</p>
What about Icelandic landlords?	Icelandic landlord's won't be monetised just yet

if I cancel my subscription on the 16th of December, I will not be charged on the 17th of December correct? Or do I need to cancel with a specific notice period?	If you don't want to renew your subscription, cancel at least 24 hours before the next billing date to avoid getting charged again. Remember that the billing cycle is set and pinned to the date the subscription was first activated, so it's different for all customers.
Let's say I pay my subscription on November 17th and I created a payment plan with payments due every month for the next 6 months. And before December 16th I canceled my subscription. What happens to the payment requests due after December 16th? Are they still going to be sent to my tenants? Am I going to receive the money if my tenants pay them?	<p>Once a payment request (or plan) is created nothing regarding monetisation will ever impact it</p> <p>Monetisation only impacts the creation of payment requests</p> <p>You could for example pay for one month and make thousands of payment requests for as many tenants as you like, then cancel your subscription at the end of that month.. The thousands of payment requests would still continue uninterrupted, with their reminders going out on schedule, tenants paying them, and payouts sent to the landlord</p>
How long can Housinganywhere commit to the €39 price tier?	Until at least 30 June 2022. After that unclear, if we launch new pricing plans we'll probably bring the early adopter on there with attractive discounts
How do you decide on the accounts that pay during the soft launch?	<p>Elliot looks at the accounts that are the most active. I look at their average activity per month over the last 6 months and include those landlords that have on average each month requested payment requests to</p> <ul style="list-style-type: none"> - three different tenants <p>AND</p> <ul style="list-style-type: none"> - Over €2500
Can we customise the email address the "monetisation starts today emails" is sent to?	Yes, we can send it to specific email addresses, even those not in the HA database.
Would there be a way to give landlords the option to bill products on an invoice separate (after we merge them)?	To be discussed with the next iterations
Is there a way for landlords to pay for different products with different methods one day?	At the moment this is possible, we could create this restriction one day.. We'll Discuss this with the next iterations
What should we do with accounts that are blocked due to payment methods?	On Monday November 15th I'll ask in the #supply-team slack channel of all such accounts, then give instructions on what to

	<p>do. As a very last resort we'll give them an extension on their free access.</p> <p>Finance can manually invoice them as an absolute last resort, just talk with Alejandra</p>
<p>Where do the billing details come from for the HA payments subscription invoice?</p>	<p>At the moment there's no addresses on the invoices, only the users name and email address</p>