

Rents Fact Sheet 2

How to pay your rent

When your rent is due

You should pay your rent every week in advance, although you can pay your rent fortnightly or monthly in advance as long as you ask us first.

If you receive housing benefits you will still have to pay a small charge every week for water rates and any charge housing benefits make for anyone else who lives with you.

Charges for parking spaces, garages, store shed and home insurance premiums are not be covered by housing benefit and you have to pay for them yourself.

When a new resident signs their tenancy agreement we discuss the best way for them to pay their rent and help them claim any housing benefit.

Rent is due weekly from the tenancy date on your tenancy agreement.

You can ask for a rent statement at any time showing recent payments due to the council and recent payments made, including any housing benefit. We will send you a rent statement on behalf of the council 4 times a year.

How to pay your rent

Tower Hamlets Homes offers lots of ways to pay your rent so you have a way convenient for you and which helps you pay your rent on time.

If you want to change the way you pay your rent or want to discuss your payment options please give your Rents accounting team a call on 020 7364 2200.

The ways you can pay your rent include:

- ✓ Direct Debit from your bank account – the safest and cheapest way of paying your rent.

Direct debits are a great way of avoiding queues and carrying cash around, as well as making sure you don't miss a payment. The banks only charge 2p which means more of your rent goes on services and they're backed by the direct debit guarantee which means if we make a mistake you get your money back.

- ✓ Direct from your bank by standing order – this is also a safe way to pay and only costs 2p but you have to remember to change your standing order if your rent changes and it's not backed by a guarantee.



- ✓ Internet or telephone banking using your bank's website or telephone banking facility:

Beneficiary Name	L B Tower Hamlets Housing Rents account 61200027
Beneficiary Sort Code	08-90-76
Quoting Payment Reference	This must be your ten (10) digit rent payment reference – you can find this on your payment card or your Rent Statement

- ✓ You can also pay your rent on line, free of charge, 24 hours a day, 365 days a year. In partnership with allpayments.net, you can pay your rent using a secure online payment facility designed to accept, authorise and process your rent payments.

To use allpayments.net you need access to the internet, a valid email address, a rent payment card and a current debit card.

To pay your rent online simply follow the on screen instructions.

If your payment is successful, you will be sent an email as confirmation of your payment. allpayments.net accepts Visa debit, Delta, Switch (Maestro) and Solo cards.

- ✓ With cash using a rent payment card at any Post Office, PayPoint outlet or Woolworths. New and replacement payment cards are ordered and arrive within a week. Banks charge us 34p if you pay this way which means less money for services.
- ✓ By telephone using a debit card using the automatic payment service, available 24 hours a day on 020 7364 3800. You will need your bank card details and your rent payment reference which you can find on your rents payment card or rent statement.
- ✓ By cheque at any One Stop Shop using the automated machines.
- ✓ By cash, debit card or cheque at the council's cashiers' office at:

**62 Roman Road
Bethnal Green
London E2 0PG**

Cheques can also be posted to the cashiers' office.

- ✓ Direct Payment from your salary if you are a member of THH/LBTH staff (or from any occupational pension) – you should contact your payroll section to arrange.

If you fall behind with your rent you might also want to consider:

- ✓ Voluntary Attachment of Earnings, direct from your salary. If you would like your rent to come direct from your salary you should complete a Voluntary Attachment of Earnings Certificate available from your Rents team and give it to your payroll or personnel section.

✓ Direct payments from your State benefit. This is only possible if you are:

- in receipt of Income Support or Job Seeker's Allowance;
- have arrears equal to at least 4 weeks gross rent.

As well as taking water rates charges and heating/hot water charges from your benefit, the Benefit Agency will also take an amount (£3.05 a week for 2008/2009) towards your rent arrears.

People on direct payments usually make additional payments each week or month to clear their rent arrears quicker.

More information and getting in touch

For more information about your rents service or to pay your rent on-line please visit our website:



www.towerhamletshomes.org.uk

You can access the internet for free at the council's Idea Stores.

You can contact us Monday – Friday (9am–5pm) except bank holidays.

Rent arrears advice



North of borough (Bow/North Poplar and Bethnal Green)

020 7364 3333



South of borough (Stepney/Wapping and Isle of Dogs/South Poplar)

020 7364 3336



Rent payments and statements

020 7364 2200



Former resident arrears

020 7364 3817



By email

rents@towerhamletshomes.org.uk



In writing/in person

Jack Dash House

2 Lawn Close

Marsh Wall

London E14 9YQ

To avoid a long wait please ring first so we can make an appointment convenient to you.

Your communication needs

هذه وقائع نشرة "كيف تدفع الايجار". نشرح فيها موعد دفع الايجار، والطرق المختلفة لدفع الايجار.

'কিভাবে আপনার ভাড়া শোধ করবেন' (How to pay your your rent) শিরোনামের এই ফ্যাট শিটে কেন ভাড়া বকেয়া পড়ে এবং ভাড়া পরিশোধের বিভিন্ন উপায়গুলি ব্যাখ্যা করা হয়েছে।

這份[怎樣繳交租金]單張解釋著你應該繳交的時間和不同方法。

Warqaddan caddaynta u ah 'Sida loo xisaabiyo lacagtaada ijaar-guri (How your rent is worked out)' waxay sharaxaysaa goorta lacagtaada ijaar-guri la bixinayo iyo hababka kala duwan ee loo bixinayo lacagtaada ijaar-guri.

Tờ thông tin này về 'How to pay your rent' hay 'Làm cách nào để trả tiền thuê' giải thích khi tiền thuê của quý vị đáo hạn kỳ và các cách thức khác nhau để trả tiền thuê.

If you need this translated or in an another format, circle the format you want, fill in your contact details and send this page to the address below:

Large print Braille Talking CD Talking tape

ضع علامة دائرة على الصيغة المترجمة التي ترغب بالحصول على محتويات هذه المعلومات بها، ثم اكتب عنوانك بالتفصيل، وارسل هذه الصفحة إلى العنوان المدون أدناه:

ترجمة حروف كبيرة طريقة برايل للعميان التحدث من خلال سي دي التحدث من خلال شريط

আপনি যদি এর অনুবাদ বা অন্য কোন ফরম্যাটে (রূপান্তর) চান তাহলে যে ফরম্যাটে এটি চান তার চারপাশে গোল দাগ দিন, আপনার ঠিকানা ও ফোন নাম্বার লিখুন এবং পৃষ্ঠাটি নিচের ঠিকানায় পাঠিয়ে দিন:

অনুবাদ বড় অক্ষর ব্রেইল কথা বলে এমন সিডি কথা বলে এমন টেপ

假如你需要索取其他格式版本，在需要的格式上畫圈，並填好個人聯絡辦法，將該頁寄到以下地址：

中文版 大字體 盲文版 CD 錄音磁帶

Haddaad warqaddan u baahan tahay in lagu turjumo ama lagu qore qoraal kale, calaamadee sida aad dooneyso, ku buuxi faahfaahinta laguula soo xiriiri karo kuna soo dir beejkan cinwaanka ku qoran meesha u dambaysa:

Turjumid Qoraal Waawayn Qoraal Indhoole CD hadal ah Cajal Maqal

Nếu quý vị muốn dịch sang Việt ngữ hoặc chuyển ngữ sang một dạng thức khác, hãy khoanh tròn dạng thức quý vị muốn, điền chi tiết liên lạc và gửi mẫu này đến địa chỉ dưới đây:

Dịch Chữ in to Ký hiệu Braille dành cho người mù Thu âm trên đĩa CD Thu âm trên băng nhựa

Return to:

Communications Team (RFS2)
Jack Dash House
2 Lawn House Close
Marsh Wall
London E14 9YQ

Name _____

Address _____

Telephone _____

Email _____

Tower Hamlets Homes manages housing services for Tower Hamlets Council

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