

Housing Benefit

An application for housing benefit should have been made on the day you were offered temporary accommodation. You need to provide the Housing Benefit Team with all the documents they require within 14 days of making a claim. If you do this they will usually assess a claim within 4 weeks. They will write and tell you the outcome of your claim.

Please remember if you fail to provide the relevant documents your claim may be closed and you will have to pay the full rent yourself.

You must inform Housing Benefits immediately of any changes in your household, for example:

- Increase or decrease in income of any household member
- Birth of a child
- Anyone leaving or joining the household
- If you leave the property for one week or more for any reason

If you are unsure or have not made a claim yet contact Housing Benefits on: **020 7364 5001**

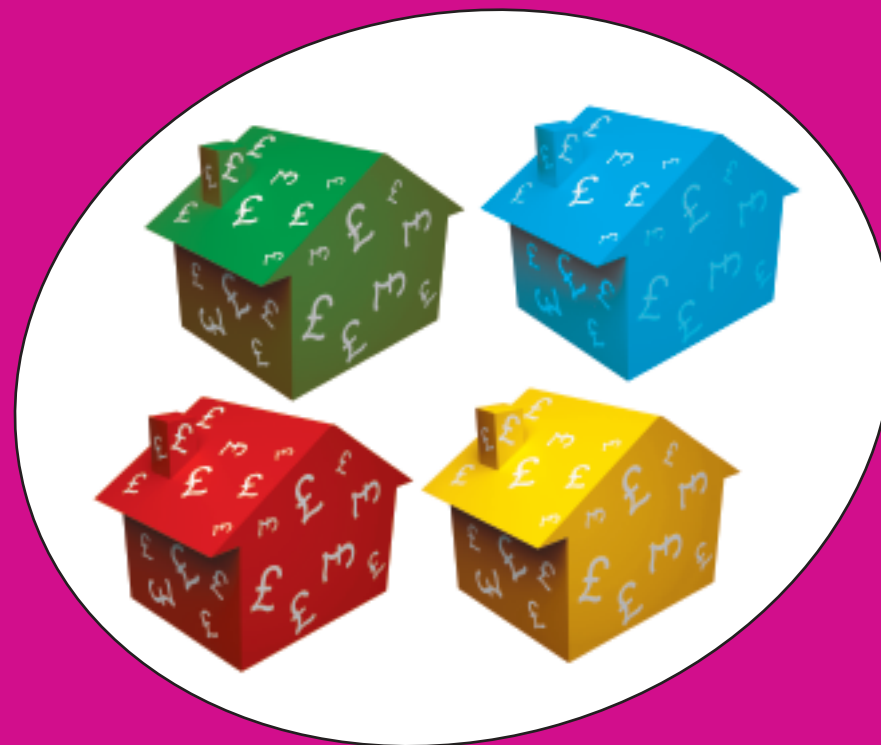
অনুবাদের জন্য ফোন করুন:
如需要譯本, 請致電:
turjumaadaha soo wac:
Muốn có bản dịch gọi:
020 8430 6291

**For large
print or
Braille call:
020 8430 6291**

THPR/08/2

Paying your rent

*For households living in temporary accommodation
managed by housing associations*



Paying your rent

You have been provided with temporary accommodation that is managed by a housing association. You remain a client of Tower Hamlets Homeless Service however your rent will be collected by the housing association managing the property you have been allocated.

If you fail to pay your rent, the money you owe is called rent arrears.

It is important you keep your rent account in order as rent arrears can lead to eviction. Please read this leaflet as it explains what can happen if you fail to pay your rent.

Contact details

Pathmeads Housing Association: 020 8150 5300
East Homes Housing Association: 020 8522 2000
Spitalfields Housing Association: 020 7392 5400

If you are not sure who manages your property call the Homeless Service on the General Enquiry Line for further details on: 020 7364 7474

Avoid rent arrears

Rent Arrears will affect your bidding

If we accept a duty to rehouse you into permanent accommodation, you would normally be able to bid for properties through the Homeseekers Scheme. If you have arrears of over 10 weeks rent and are not reducing the debt, you are unlikely to be offered any property you successfully bid for. We always check a clients rent account before any offer is made.

Rent Arrears can lead to eviction

If you are evicted you are likely to be found intentionally homeless. This means you will have to find your own accommodation.

What to do if you have a problem paying your rent

Contact your housing association as soon as possible. You need to come to an arrangement to repay the money you owe, (see previous page for contact details).

How to pay your rent

You should receive a rent payment card at your new address, within 14 days. If this does not arrive or you lose your card contact the housing association managing your property. They will also advise you where your rent can be paid.

