

Monday - Friday
9.00am - 5.00pm



THPR/08/06

For free translation phone

Për një përkthim falas telefononi

للتترجمة المجانية الرجاء الاتصال هاتفياً

বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

Za besplatne prevode pozovite

欲索取免費譯本，請致電。

Pour une traduction gratuite, téléphonez
Για δωρεάν μετάφραση, τηλεφωνήστε.

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निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

بو ته رجومه خردنی به خورایی ته له فون بکه بو

Del nemokamo vertimo skambinkinte
സൗജന്യമായ തർജ്ജമയ്ക്കായി ബന്ധപ്പെടുക

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Перевод – бесплатно. Звоните.

Para obtener una traducción gratuita llame al:

Turjubaan lacag la'aan ah ka soo wac telefoonka

இலவச மொழிபெயர்க்கும் சேவையைப் பெற மொழி.

Ücretsiz çeviri için telefon edin.

Điện thoại để được thông dịch miễn phí.

مفت ترجمہ کے لیے ٹیلیفون کیجیے۔

For large print or braille phone

020 8430 6291

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Paying your rent

For households living in temporary accommodation



Paying your rent

This leaflet explains your responsibility to pay the rent for your temporary accommodation. It outlines issues related to Housing Benefits and advises you what happens if you fall into rent arrears.

Contact details

Rent Arrears Team, Albert Jacob House,
62 Roman Road, Bethnal Green, London E2 0PG

Telephone: 020 7364 7474

Email: homeless@towerhamlets.gov.uk

Online information is available at:

www.towerhamlets.gov.uk



Your rent account

Tower Hamlets Homeless and Housing Advice Services have provided you with a temporary tenancy. Throughout your stay you will be responsible for the rent of this property.

Keep your rent account up to date

It is vital you keep your rent account up to date. We will send you a statement every 3 months and will contact you promptly if you fail to pay, we may also visit you at home.

Your housing benefit – your responsibility

Depending on your income and financial circumstances, some or all of your rent may be paid by housing benefit. It is your responsibility to make sure your housing benefit is being paid into your rent account.

Rent payment cards

All new tenants are sent a rent payment card within 14 days of signing your tenancy agreement. If you do not receive a card, or if you lose your card, call 020 7364 7474 to order a replacement. You will be sent a new card each time you move to a new property.



This is what your rent card will look like.

Housing benefit

An application for housing benefit should have been made on the day you were offered temporary accommodation. If you have not yet claimed, call 020 7364 5001 and ask to make a claim.

Providing documents

If you fail to provide all the documents and information required within the time scales given to you, your claim will be closed. After your claim is assessed you will be sent a letter telling you if, and how much housing benefit you may receive. If your housing benefit award does not cover all of your rent, you must pay the difference yourself.

Changes

It is your responsibility to inform the Housing Benefit Team immediately of any changes to your income or household. For example:

- Increase or decrease in the income of any member of your household
- Birth of any children
- Anyone leaving or joining the household
- If you move to another property

If you go away

If you leave your property for more than a week, for any reason (eg holiday, hospital, re-hab, prison), you must inform the Housing Benefit Team.

If in doubt, or if you have any queries please call the **Housing Benefit Team** on **020 7364 5001**.

What happens if you have rent arrears?

Rent arrears affects 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 client's rent account before any offer is made.

Rent arrears can lead to eviction

If you are evicted the following is likely to happen:

- You are likely to be found intentionally homeless, your homeless application will close and you will have to find your own accommodation.
- Your homeless sponsorship to the Community Register will be withdrawn and your application placed into a lower Community Group.
- You will have a County Court Judgement against your name that will effect your credit rating.
- You still have to pay the arrears. The Former Arrears Team will take over the recovery of the debt.

If you have problems paying your rent

Call the **Rent Arrears Team** on **020 7364 7474**, we want to work with you to keep your rent account in order and prevent rent arrears.

How to pay your rent

How to pay us



Rent payment card

Can be used at any Post Office, Paypoint or Payzone outlet



By telephone

Pay by debit card on our 24 hour automated payment line on 020 7364 3800



By post

Send cheques* directly to us, or cheques and postal orders only to the Payment Point (see below)



At One Stop Shops

Cheques* can be placed in the automated machines

By standing order

Regular payments taken from your bank account
Call us for a form to set up a standing order

At the Payment Point (Cashiers Office)

You can pay by cash, cheque* or debit card

Payment Point, Albert Jacob House, 62 Roman Road,
Bethnal Green, London E2 0PG (near Bethnal Green tube)

*Make cheques payable to London Borough of Tower Hamlets and put your rent reference number on the back.

Our Customer Promise

When you meet us we will:

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

When you visit our offices we will:

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required

When you phone us we will:

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

When you write to us by letter, email or fax we will:

- Reply within 10 working days
- Always try to use plain language

When we visit you in your home we will:

- Offer you a choice of morning or afternoon visits
- Always show identity cards and treat your home with respect

We want your feedback ... including any complaints

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible

To give us your feedback you can:

- Speak to a member of staff
- Call us on 020 7364 7431
- Write to us at Quality Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at quality@towerhamlets.gov.uk