

# Paying Your Rent





**There is a range of ways you can pay your rent and we want to give you every opportunity to keep your payments up to date. If you are having problems paying your rent, there are ways we can help and ways you can help yourself.**

## **Why should I pay my rent?**

---

The rent that you pay allows Erimus Housing to provide quality homes and services to you. We use the rent to repay mortgages or loans we have secured against the property, repair, modernise and maintain your property and improve our services.

## **How is my rent set?**

---

We set your rent in line with limits set by the Government. We must give you no less than four weeks written notice if we wish to change your rent. We review rent charges annually, which means your rent will change once a year.

## Are there any other charges?

---

There may be charges for services like heating and lighting for communal areas, concierge service or warden call systems. These will be reviewed every year but we will write to keep you up to date with any changes.

## When do I pay my rent?

Your rent is due every Monday to cover the following week and you can pay weekly, fortnightly or monthly, in advance.

## Are there any rent free weeks?

Yes, there are three rent free weeks during the year:

- The first week of the financial year, around 1st April each year
- Christmas week
- New Year week

You will not have to make a payment on these weeks, as long as your rent is up to date. If you have arrears, you will continue to pay the amount we have agreed on the weeks where rent is not charged.

---

## How do I pay?

When your tenancy starts you will be sent an allpay payment card. You can use this card to make payments at any Post Office or outlet that displays the 'Paypoint' or 'Payzone' logo or your local housing office. You can also pay by cash or cheque at your local housing office.

## You can also pay:

---

- **By Direct Debit**

Simply fill in a Direct Debit form, which is



available at your local housing office. You can pay either weekly or monthly. If you choose to pay weekly, the payment will be taken from your bank account on a Monday. If you choose to pay monthly, the payment will be taken from your bank account on the first day of each month. This is the easiest way to make a payment if you have a bank account

- **By using your credit or debit card**

You can use your card to make payments by phoning the allpay 24-hour payment line on 08702 436040. Please have your allpay payment card with you to quote your reference number

- **By standing order**

Simply fill in a form, which is available from your local housing office and send it to your bank or building society

**How do I know if my payments are being paid onto my account?**

You will receive regular statements showing your payments and any housing benefit. This will include payments made in advance and any arrears. If you have any queries regarding your rent statement, please contact us and we will be pleased to help. You can also ring your local office during office hours to find out the balance on your account.

## **Can I get help with my rent?**

Yes. If you are receiving state benefits or have a low income, you may be entitled to financial help with your housing costs.

You may be able to claim housing benefit, even if you are in full-time employment. You can pick up an application form from your local housing office or ask us and we will be happy to help. Housing benefit cannot normally be backdated so please apply as soon as possible.

## **What happens if my family's income changes?**

Please contact your rent and welfare officer as soon as possible as it may affect your housing benefit. We will help you fill in a change of circumstances form.

## **What if I get into debt?**

We recognise that being in debt can be a stressful and anxious experience and we are here to help. Please do not hesitate to contact us as we can give you advice and help you prevent missed payments arising in the first place. You can also come to us for advice on any welfare benefits you think you may be eligible for.

## **What if I don't pay my rent?**

If you are having difficulty paying your rent, please

ask for help at your local housing office or call us. Don't wait until it is too late Your rent and welfare officer is there to give you advice and help with debt counselling and other matters. We can make sure we maximise your income.

You can talk to us and come to an arrangement to pay back any rent you owe. We will let you know if you miss your rent payments.

## **I have received a letter showing I have missed rent payments. What should I do?**

Please remember we are here to offer help and advice. Once you have read the letter, you should check:

- That you are receiving any housing benefit you are entitled to. We can help you with this
- That any Direct Debit or standing order is being paid and is the correct amount. A Direct Debit is the best way of ensuring the correct amount is paid on time
- That any other payment you have made has reached your rent account

If you know you are in debt and cannot pay off what you owe, contact your local rent and welfare



Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف لمحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

विषयवस्तु आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



Erimus Housing Ltd, 4th Floor, Centre North East,  
73-75 Albert Road, Middlesbrough TS1 2RU.

Tel: 01642 773600 Fax: 01642 773611

Email: [info@erimushousing.co.uk](mailto:info@erimushousing.co.uk)

Web: [www.erimushousing.co.uk](http://www.erimushousing.co.uk)

Ref No: MM1V1



business for neighbourhoods

