



# Rent

Your guide to paying your rent for your council home.

Most of our tenants pay their rent regularly and on time.

Paying your rent is a condition of the Tenancy Agreement that you signed before you moved into your home. We send all our tenants a printed rent statement four times each year and notify you of any changes to your rent at least 28 days in advance.

If you do not pay your rent then you could lose your home. We want to support you if you have difficulty paying your rent, so please let us know as soon as possible if your circumstances change. We understand that this can happen to anyone at any time. Around a quarter of our tenants have financial difficulties that mean they fall into rent arrears for a short time. We will try to help you cope with this situation and can offer advice to get you back on track.

## This leaflet tells you about:


- How to pay your rent
- What to do if you are struggling to pay your rent
- What happens if you don't pay your rent or keep up with an agreed payment plan

## Ways to pay your rent:

### Direct Debit

Direct Debit is the most efficient and convenient way for you to pay your rent. You can now choose from three different convenient payment dates: 1st, 10<sup>th</sup> or 21<sup>st</sup> of each month.

We take four weeks' rent by Direct Debit each month (this takes account of the four rent-free weeks each year). We only change the amount we collect if your rent, water charges, sewerage charge, service charges (if you live in a flat) or entitlement to Housing Benefit changes.

You can download a  [Direct Debit form](#) (PDF 187 KB) here, or you can get a printed copy from any Customer Service Centre, or from your Housing Officer (Income) or Debit Control Officer.

**Please note:** you will have to make any payments due up to the start date of your Direct Debit.

### Online

You can pay online, with a credit card or debit card, using the [secure online payment service](#).

## By phone

Call the 24-hour automated phone line on **0345 370 6070** to pay your rent by debit card or credit card.

## In person

You can use your pink rent payment card to pay your rent by cash, debit card or credit card at a post office or anywhere that displays the Payzone logo. For more information on where to find a Payzone outlet, speak to your Housing Officer (Income) or visit [www.payzone.co.uk](http://www.payzone.co.uk)



You can also pay by debit card, credit card or cheque at one of our Customer Service Centres: Hemel Hempstead Civic Centre, Berkhamsted Civic Centre or Victoria Hall, Tring. For opening times, please visit our [Contact Us](#) page.

We are unable to accept cash payments at our Customer Service Centres.

## By post

You can send a cheque to:

**Dacorum Borough Council**  
**Financial Services**  
**Civic Centre**  
**Hemel Hempstead**  
**HP1 1HH**

**IMPORTANT:** Remember to write your name, address and rent reference number on the back of your cheque.

## Other payment cards

Your rent payment card is pink. If you have a home contents insurance policy with us, we also give you an orange swipe card, and a purple card if you pay the housing-related support charge. Please be careful to use the correct card for each type of payment.

## What to do if you find it difficult to pay your rent or service charges

We understand that some of our tenants and leaseholders may sometimes find it difficult to pay all or part of their rent or service charges. We want to help you.

If you are a council tenant, the first thing you should do is speak to your Housing Officer (Income) as soon as possible. He or she can give you advice and put you in touch with other services that may help with your financial situation. Call **01442 228000** and ask for them by name or just say **Housing Rents**. If you fail to keep up with your agreed rent payments, you may lose your home. The income team is here to help and will usually be able to come to an arrangement with you to pay an extra amount each week to reduce any rent arrears. They can give helpful advice about claiming Housing Benefit.

There's more information on the [Worried about losing your home](#) page of our website.

## What happens if you don't pay your rent?

We do everything we can to help tenants keep up with paying their rent and any extra payments that may have been agreed to reduce arrears. We understand that it can be difficult to make full payments if your wage changes every week or you don't have regular work. However, a few tenants fail to keep up with payments and don't keep in touch to let us know what's happening. In these cases we will (as a last resort) seek possession of your home through the courts.

**If you are made homeless because of failure to pay your rent then we do not have a duty to rehouse you. You will need to make other arrangements such as renting privately or living with family.**

For more information about how to pay your rent, what to do if you are having money troubles or for other financial advice, please contact the Income team by email: [HousingMailbox@dacorum.gov.uk](mailto:HousingMailbox@dacorum.gov.uk) or telephone **01442 228000** and ask for **Housing Rents**

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