



# Your **RENT**



Your rent is worked out using a formula that the Government has set for all councils. It takes into account local wages, house prices and the number of bedrooms in your home.

If your rent includes a service charge these will be listed separately on page 30 of your tenancy agreement. It is a condition of your tenancy that any

service charges or charges for other support services for your home are part of the rent and must be paid in advance.

Rent is due every Monday from the start of your tenancy until your tenancy ends. You can pay your rent and other charges on a calendar monthly basis but payment must be made in advance by the sixth day of the month.

## If you are a joint tenant

Joint tenants are equally responsible for paying all the rent and any arrears of rent. We can ask for the rent from either or both/all of the joint tenants. If one tenant leaves, they still remain liable to pay the full rent.

When you become a tenant you will be given a plastic swipe card. You will need this when you make payments at a payzone or post office. If you lose your swipe card and require a replacement please contact the Housing Contact Centre on 020 8547 4656 or Freephone 0800 0778 416.

## Paying your rent

The most preferred way for you to pay your rent is by **direct debit**. As long as you have a current account with a bank or building society you should be able to pay your rent by direct debit. You need to tell us your account details and sign a direct debit instruction telling your bank or building society that you agree to us collecting your rent from your account. **We will ask for the money from your account on the sixth day of the month.** You can also pay by direct debit every two weeks (fortnightly).

If you pay your rent by direct debit you don't need to remember to pay it each week or month, however you need to make sure that you have enough money in your account to cover the rent when we collect it.

**To arrange to pay your rent by direct debit please contact the Rent Accounting Team on 020 8547 4741.**

## Ways to pay your rent:

When you sign up for your tenancy a plastic swipecard will be ordered. This may take up to 10 days to arrive. You will need this to make payments to your rent account at a:

- Post Office
- Payzone

**You can also pay:**

**By Direct Debit or Standing Order**

**By Debit or Credit Card**

Charges apply for paying by credit card. Use the automated telephone service on 0845 359 1111. If there is a problem with the automated service phone 020 8547 5617/8 between 9.30am and 4.30pm.

**Online** at [www.kingston.gov.uk](http://www.kingston.gov.uk) - this is a 24 hour service, 7 days a week.

**Telephone/Online Banking with your own Bank**

You can make a payment using the telephone or personal computer banking services offered by your own bank or building society.

**By post:** You can send a cheque or postal order made payable to The Royal Borough of Kingston upon Thames quoting your account number and name and address on the back, to us at the Housing Contact Centre, 5-8 Tadow, Washington Road, Kingston KT1 3JL. **Post-dated cheques are not accepted.**

**From your salary:** If you work for the Council you can ask the Rent Accounting Team to arrange for your rent to be taken out of your salary.

**From your pension:** If you have a council pension you can ask for the rent to be taken out of your pension.

**If you are unable to pay your rent or you have any concerns about paying your rent you must contact your Income Recovery Manager immediately. If you miss any payments you will fall into arrears with your rent. This is called rent arrears and it may lead to you losing your home.**

**For further information, please read our booklet 'Dealing with Rent Arrears'.**

## Rent increases

Changes to your rent and service charges/other charges usually take place on the first Monday in April. However, changes may occur at other times during the year.

If your rent and service charges/other charges are going to increase we will write to you telling you about the change and how much your rent will be.

Any changes will happen four weeks after the date you were told about them.

Changes to the water charge will be made by your water supplier. You will be told about any change in the amount due for water charge but there is no advance notice. The change will happen immediately.

## Housing Benefit

If you are not working or you are on a low income you may be entitled to receive help with paying your rent. To find out if you can get help with paying your rent you must claim Housing Benefit.

Your Income Recovery Manager will help you with completing the claim form **but it is your responsibility** to make sure that the claim form and any information in support of your claim is provided to the Housing Benefit Department. You are also responsible for following up the claim.

A claim should be processed within four to six weeks of all the necessary information being received by the Housing Benefit Department but it may take longer in busy periods.

**They are unable to assess your entitlement to Housing Benefit until you provide all of the requested information in support of your claim. Therefore, delays in providing information will mean that you remain liable to pay your full rent.**

If you are waiting for a claim for Housing Benefit to be processed you must tell your Income Recovery Manager.

Where any rent is payable by Housing Benefit it shall be paid directly to your rent account.

You can contact the Housing Benefit Department as follows:

- By telephone on 020 8547 5198.
- By email to [hsngben@rbk.kingston.gov.uk](mailto:hsngben@rbk.kingston.gov.uk)
- In person by visiting the Housing and Council Tax Benefit reception in Guildhall 2.  
*Opening times:* Monday to Thursday 8.45am to 5.00pm and Friday 8.45am to 4.45pm.

## Rent statements

You will be sent a rent statement every three months in April, July, October and January. The rent statement will show the rent charges and payments you have made to your rent account up to the date of the statement. Payments you have made after the statement date will not be shown. These will appear on your next statement.

You can request rent statements at other times. If you require your rent statement in another format (for example large text) please contact the Rent Accounting Team.

You can telephone the Housing Contact Centre during office hours to ask for the balance on your rent account.



If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on 020 8547 5757 or ask someone to call on your behalf.

چنانچہ قادر نیستید این نامہ را بہ دلیل ناتوانی یا مشکل زبان بخوانید ما میتوانیم بہ شما کمک کنیم۔ لطفاً خود یا شخص دیگری با شماره کمک شہرداری کینگسٹون تماس بگیرید۔  
تلفن 020 8547 5757 ۰۲۰۸۵۴۷۵۷۵۷

Si vous êtes dans l'incapacité de lire ce document à cause des barrières linguistique ou autre, nous pouvons vous aider. Appelez ou faites appeler le numéro d'assistance du Kingston Council au 020 8547 5757.

نہ گہر توانای خویندنہ وہی نہم نوسراوت نہی نہ بہر پہ ککھوتہی/ بی توانای یا خود نہ بہر زمان تینہ گہ پشتن ، نہوا نیمہ نہ توانین یارمہ تیت  
بدہین ۔ تکایہ پیوہندی بکہ بہ ہیلی یارمہ تی شارهوانی کینگسٹونہ وہ (Kingston Council) بہ ژمارہ تہ لہ فونی 020 8547 5757  
یان بہ کہہ سی بلی کہ بہ ناوی تووہ پیوہندی بکات ۔

إن لم تكن قادراً على قراءة هذا النص بسبب اللغة أو أي عائق آخر، اتصل بنا فندحن نستطيع مساعدتك. الرجاء الاتصال بخط مجلس كنجستون للمساعدة (Kingston Council Helpline) على الرقم 020 8547 5757 أو اطلب من أي شخص آخر الاتصال بنا نيابة عنك.

ਜੇਕਰ ਤੁਸੀਂ ਅਪਾਹਜਤਾ ਜਾਂ ਭਾਸ਼ਾ ਦੇ ਕਾਰਣ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਅਸਮਰਥ ਹੋ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ 020 8547 5757 'ਤੇ ਕਿੰਗਸਟਨ ਕੌਂਸਲ ਦੀ ਹੈਲਪਲਾਈਨ 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਵੱਲੋਂ ਕਿਸੇ ਨੂੰ ਕਾਲ ਕਰਨ ਲਈ ਕਹੋ।

Caso você nao consiga ler este documento devido a disabilidade ou idioma, nós podemos ajudar. Por favor, ligue para o canal de atendimento Kingston Council no telefone 020 8547 5757, ou solicite a alguém para ligar por você.

உங்களால் இந்து கடிதத்தை படிக்க இயலவில்லை என்றால்  
தயவு கூர்ந்து கிங்ஸ்டன் உதவி மையத்தை நீங்களோ அல்லது  
உங்களை சார்ந்து எவராவது தொடர்பு கொள்ளவும்.  
தொடர்பு கொள்ள வேண்டிய எண் 020 8547 5757

اگر آپ معذوری یا زبان کے سبب اس دستاویز کو پڑھنے سے قاصر ہیں تو ہم آپ کی مدد کر  
سکتے ہیں۔ براہ مہربانی 020 8547 5757 پر کنگسٹن کونسل ہیلپ  
لائن کو فون کریں یا کسی سے درخواست کریں کہ وہ آپ کی جانب سے فون کرے۔