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Your rent



All you need to know →

It is important to pay your rent and service charges on time. This is because without this income the Trust would be unable to pay for the services we provide to you.

At the start of your tenancy, we will tell you what your weekly rent charge will be and whether or not it includes heating or additional service charges. We will also give you a rent information card and a payment card. Your rent is due on Monday of each week.

We normally review your rent once a year, around April. But we will always give you at least 28 days written notice if we need to change your rent. We will send you a rent statement four times a year or you can request one at any time from your local office by contacting them direct.

The statement will show you how much your weekly charges are and how much you have paid. The balance confirms if you have paid your rent and other charges up to date, in advance, or if you are in arrears. It will also confirm any Housing Benefit payments, which are paid four weeks in arrears to your account.



You should make every effort not to fall behind in your rent. If you are worried about being able to make a payment, tell us straight away so we can help you. To contact us ring **0151 510 5204**.

Help with your rent

There are four “rent free” weeks every year where customers with clear rent accounts are not required to make a payment provided that they are up to date with their rent payments. Two of the rent free weeks are over the Christmas and New Year period, there is one at the end of March and a further rent free week at the beginning of April.

If you need further help or to find out more about paying your rent, please contact us on **0151 510 5204**. If you are facing difficulty in paying your rent, help is available. Let us know if you are having problems as soon as possible. Please see the separate leaflet about rent arrears.

Applying for Housing Benefits

You may be eligible for help with payment of your rent, dependent on your financial circumstances.

Claims for assistance must be made to **0151 907 8302** or via email at **benefits@halton.gov.uk**

Seven ways to pay



A hassle free way to make sure your rent is paid on time. Simply complete a Direct Debit form and your rent will automatically be collected from your bank account on the first Monday of every month.

Standing Order

You can pay by Standing Order weekly, fortnightly or monthly direct from your bank account by arrangement with your bank. You can choose when you want the Standing Order to be paid from your account and how much you want to be paid.



Every customer is issued with a PayPoint card to pay their rent at outlets that are part of the PayPoint scheme. It is free and you can pay as much and as often as you like by cash, debit card or cheque. Please make sure that you keep your receipt as proof of payment. To find your nearest outlet go to www.paypoint.co.uk.



Housing Benefit

Your Housing Benefit can be paid directly to us whether you receive full or part benefit. If you receive part benefit then you can arrange to pay the difference by one of the other methods that best suits you.



You can pay your rent using the payment machines in Halton Direct Link offices. To make a payment you will need your rent payment card as shown above. They accept all debit cards and are chip and pin compliant. They also accept any combination of notes and coins and give change when appropriate. For all payments you make at the kiosks a receipt will be given. Please check these carefully and please keep them safe, as proof of your payment. Your balance will not show on the receipt.



You can pay at anytime by phoning our 24 hour payment line on **0151 510 5109**. You will be given the option of speaking to your local housing office or the finance team. Calls for rent payments will be taken during office hours by the teams and then at 5.30pm Monday to Thursday and Friday 4.40pm the number will be diverted to Halton Borough Council's call centre. You will need to have handy your debit card and payment card to make your rent payment.



You can send a cheque or postal order made payable to Halton Housing Trust at Daresbury Point, Green Wood Drive, Manor Park, Runcorn, WA7 1UG.

For further information about any of the payment methods above or to obtain a Direct Debit or standing order form please contact your local housing office or telephone **0151 510 5205**.

This document can be provided in large print, audio, electronic and Braille formats.
We are also RNID Typetalk compatible.
If you require this information in another language, please ring 0151 510 5000.

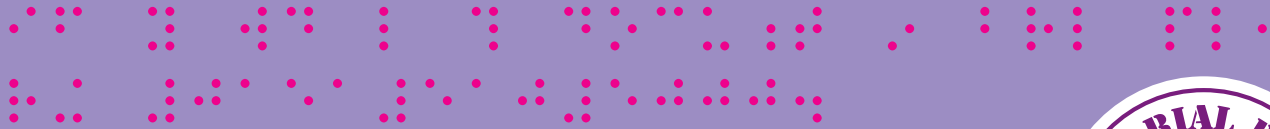
यदि आपनि এই तथ्य অন্য ভাষায় পেতে চান, তাহলে দয়া করে 0151 510 5000 নম্বরে ফোন করুন।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہیے تو براۓ مہربانی نمبر 0151 510 5000 پر فون کریں۔

如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



How to contact us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire WA7 1UG
Telephone: 0151 510 5000 Fax: 0151 510 5100
email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172