

RENT PAYMENTS, ARREARS & DEBT ADVICE

PAIEMENTS DES LOYERS, ARRIÉRÉS ET  
CONSEILS SUR L'ENDETTEMENT

PAGAMENTOS DE ALUGUEL, PAGAMENTOS  
ATRASADOS E CONSULTORIA DE DÉBITO

PŁATNO CI CZYNSZU, ZALEGŁO CI Z  
CZYNSZEM I PORADY W SPRAWIE DŁUGÓW

رینومانیکردنی کریدان، دواکھوتن له کریدان و قهرزداری

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کرایہ ادا کرنا، بقایا جات اور قرض کے بارے میں مشورہ



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Rent is what you are charged for living in one of our properties.

We collect rents and service charges on behalf of Leeds City Council which funds services like day to day repairs. We offer tenants a choice of ways to pay and are there to help should you have any problems paying your rent.

All tenancies begin on a Monday. A condition of the Tenancy Agreement is that rent and service charge payments are to be paid every Monday but you can pay in advance every two weeks or every month.

When you begin a tenancy with us we will speak to you about how often you should pay your rent and which method of payment is likely to suit you the best.

### **Who sets the rent?**

Leeds City Council is responsible for setting how much rent you have to pay. They work out the rent for each home by taking into account local earnings, property values and the size and condition of your property. For more information visit our website [www.avhleeds.org.uk](http://www.avhleeds.org.uk)

Service charges pay for services which may not be provided to everyone, or that may be for communal facilities rather than for a particular home such as caretaking.

Leaseholders pay service charges, and tenants may also need to pay them in addition to rent.



## You can pay your rent and any service charges by:

### Direct Debit (by far the easiest)

You can choose to pay weekly or monthly on the 1st or 17th of the month and we will inform you if there are to be any changes. Direct Debit payments are covered by a guarantee. To set up a Direct Debit ring **0800 915 6660**.

### Standing Order

Standing Orders allow you to pay by calendar month. To set up a Standing Order ring **0800 915 6660**. Unlike Direct Debit, a Standing Order is an agreement between you and your bank so it is your responsibility to tell your bank about any changes.

### Telephone (at least 2 working days before your rent is due)

Make payments 24-hours a day on **0113 395 7100**. This is an automated service and you will need your rent account number and your debit or credit card. Your rent account number is on your quarterly rent statement.

By calling **0800 915 6660** between 8.00am and 6.00pm you can pay your rent and request other services. If the debit card is not in your name then please ensure that the card holder is present or we will not be able to accept the payment.



**Over the internet (at least 2 working days before your rent is due)**

[www.leeds.gov.uk/epayments](http://www.leeds.gov.uk/epayments)

You can also view your rent account balance online at [www.avhleeds.org.uk](http://www.avhleeds.org.uk)

**Using your rent payment card (at least 4 working days before your rent is due)**

**At any Post Office or where you see the PayPoint or Payzone symbol**



You can request a rent payment card by calling **0800 915 6660**. You will receive this within 7 working days.

### **Leeds City Credit Union**

You can also make payments through Leeds City Credit Union. For details call **0113 214 5252** or go to [www.leedscitycreditunion.co.uk](http://www.leedscitycreditunion.co.uk)

### **Salary or Wage Deduction**

Employees of Leeds City Council or its Companies can have rent deducted direct from their salary or wage. Please telephone **0113 247 6192** to arrange.

### **Housing Benefit**

You may be able to get help with your rent payments from Housing Benefit. If you think you are entitled to Housing Benefit it is your responsibility to complete an application form as soon as possible. Pick up a form from any of our offices, download from our website or contact us on **0800 915 6660** and we will send one to you.

## Surgeries for Housing Benefit enquiries

If you would like to speak in confidence about housing benefit we hold surgeries in a number of One Stop Centres

### **Rothwell - One Stop Centre**

2.00pm - 4.00pm every Thursday

### **Hunslet - Navigation House**

10.00am - 12.00pm every Monday.

### **Swarcliffe - Housing Office**

Contact **0113 214 4325** to book an appointment

**So you can pay your rent or service charge correctly we will:**

- provide you with information on how much rent you have to pay each week;
- tell you how and where you can pay your rent;
- give you a rent payment card within 7 days of your tenancy beginning;
- provide a wide range of payment options so you can pay your rent 24 hours a day, 365 days a year;
- send you rent statements 4 times a year; and
- tell you each year what the rent is going to be for the year ahead and how we work your rent out.



## If you fall into arrears we will:

- contact you quickly;
- consider making an agreement with you to pay off the debt you owe to us over a set period of time;
- discuss your circumstances with other agencies that can help if you have given permission for us to do so. This includes those independent, free advice agencies we highlight on rent letters and rent statements;
- offer you help and advice on how to claim Housing Benefit, including how to ask for your claim to be backdated;
- help you complete an application for Housing Benefit if you ask us to;
- give you at least 7 days notice before we commence legal action against you if you continue to not pay your rent on time;
- give you 10 days notice before any court hearing date requested by us; and
- give you at least 7 days notice before an eviction is to be carried out.



## If you need to speak to someone about money and debt problems

We have a Financial Inclusion Officer who is able to offer free advice and assistance on all aspects of money and multiple debts. Ring **0113 214 1961**.

## You have a responsibility to:

- ensure that your rent and service charges are paid on time;
- claim Housing Benefit if you think you may be entitled;
- notify Leeds Benefits Service if there are any changes within the household or the household income. We ask this as the amount of Housing Benefit you are entitled to may change if you start work, or if someone moves in to live with you;
- notify your Income Management Officer if you fall cannot pay your rent on time; and
- respond to our letters, visits or telephone calls regarding arrears. If you do not respond to them you could find that legal action is taken against you that can result in you losing your home.



Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نایا تو نہم زانیارنامہ یہ بڑا شیوازیکی تر دہخوازیکی تر، بڑا ہر شیوازیکی تر، وٹک پیتی گہورہ، کاسیت  
یان سی دی دہنگ، برابیل بڑا نابینا یان وەرگنیرایت بڑا زمانیکی تر، تکایہ پھیوہندی بکہ بہ تاملہفونی  
0113 214 1774

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کیا آپ کو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل  
(جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں  
حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

## Aire Valley Homes Leeds

### Head Office:

Navigation House  
8 George Mann Road,  
Leeds  
LS10 1DJ

### email:

avhleeds.enquiries@avhleeds.org.uk

### website:

www.avhleeds.org.uk



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aire  
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homes leeds



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Product group from well-managed  
forests, controlled sources and  
recycled wood or fiber

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