



Your Rent

This leaflet tells you all about your rent. It outlines how you are told about how your rent is charged, when it covers, information about insurance, how to pay your rent and who you can talk to if you have rent debt.

How you are notified of your rent change

Each year the Government provides us with a set of guidelines outlining how much rent we should charge. The rent is normally fixed for the year. If the rent is to be reviewed and changed we will give you at least four weeks notice as to what your new rent will be.

What your rent covers

The total rent charged for your home is made up of a 'net rent' and sometimes 'other charges'.

- 'Net rent' is the charge you pay for the use of your home and its facilities. It also covers the repairs and maintenance to your home

- 'Other Charges' are for services provided to you that are not related to the 'bricks and mortar' of your home. This could include communal heating or hot water.

House Insurance

Although Shropshire Council pays the buildings insurance, it is up to you to arrange insurance for your own belongings and all tenants are strongly recommended to take out some form of home contents insurance. We offer a comprehensive home insurance scheme - there is a leaflet in your information pack or if you would like more details, please contact your Housing Officer.

How to pay your rent

You must make sure that your rent is paid on time. We have made it as easy as possible for all tenants to pay their rent.

Direct debit

We recommend that, unless your rent is paid in full by Housing Benefits, that you pay your rent by Direct Debit. It is quick, easy and you don't need to remember to make payments. Also, when any changes are made to your rent, your Direct Debit will change automatically, so you will not need to complete any further forms.

Other ways to pay

By debit/credit card



You can pay your rent using your debit/credit card over the telephone 24 hours a day, seven days a week by calling the Council's Automated Payment Line on: **0345 678 9016**. Please ensure you have your Allpay card, or rent reference number to hand.

Internet:



By using your debit or credit card, you can pay your rent at: www.shropshire.gov.uk.

Please ensure that you have your rent account number or Allpay card to hand.

The Allpay card / Post Office



* All tenants will receive a credit card sized payment card called an Allpay card. This card can be used to pay your rent at any Post Office in the country as well as at any shop or outlet displaying the Post Office or

Allpay symbol. You can pay by cash or cheque and sometimes by debit or credit card. Simply hand your Allpay card and payment over the counter and you will get a receipt. Please make sure that you keep the receipt in case any problems arise. If you lose your Allpay card, please contact your Housing Officer.

In person: You can pay your rent in person by visiting your local area office at:

Westgate
Bridgnorth
WV16 5AA

Castle View
Oswestry
SY11 1JR

Housing Benefit

If you need help with paying your rent, you may be entitled to Housing Benefit. Whether you get Housing Benefit will depend on your household and financial circumstances, such as your wage or the type of benefit you currently claim - for example, Job Seeker's Allowance.

To apply for Housing Benefit, you will need to complete a Benefits Application Form, which can be obtained by calling us on **01691 677273** if you live in the Oswestry area, or **01746 713208** if you live in the Bridgnorth area. We can help you to apply for Housing Benefit.

Who you can talk to if you have a rent problem

If you have any concerns about paying your rent, it is very important that you contact us as soon as possible. We will do our best to help you with any problems.

We can be contacted on: **01691 677273** if you live in the Oswestry area or **01746 713208** if you live in the Bridgnorth area. The sooner you contact us, the earlier we can help you.

It is really important to avoid rent debt because:

- Failure to pay your rent on time breaks the rules of your tenancy agreement
- We may take legal action to recover the debt and you may lose your home if you do not pay your rent
- If we take Court action against you, you will become liable for the Court costs involved which may be in excess of £150
- The court may allow us to repossess your home
- It will affect your credit rating so you may not be able to buy goods on credit.

If you would like this information in large print, braille, on audio cassette, in a language other than English or as an easy read document please contact landlord services on: 0345 678 9005 or email: council.landlordservices@shropshire.gov.uk

Get in touch...

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire
SY2 6ND

Main switchboard: 0345 678 9000
Out of hours emergencies: 0845 678 9040
Fax: 0345 678 9011
Email: customer.service@shropshire.gov.uk
Website: www.shropshire.gov.uk