

petersfield housing association limited

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# PAYING YOUR RENT

FINANCIAL DIFFICULTIES? HOW WE CAN HELP

## Paying your rent

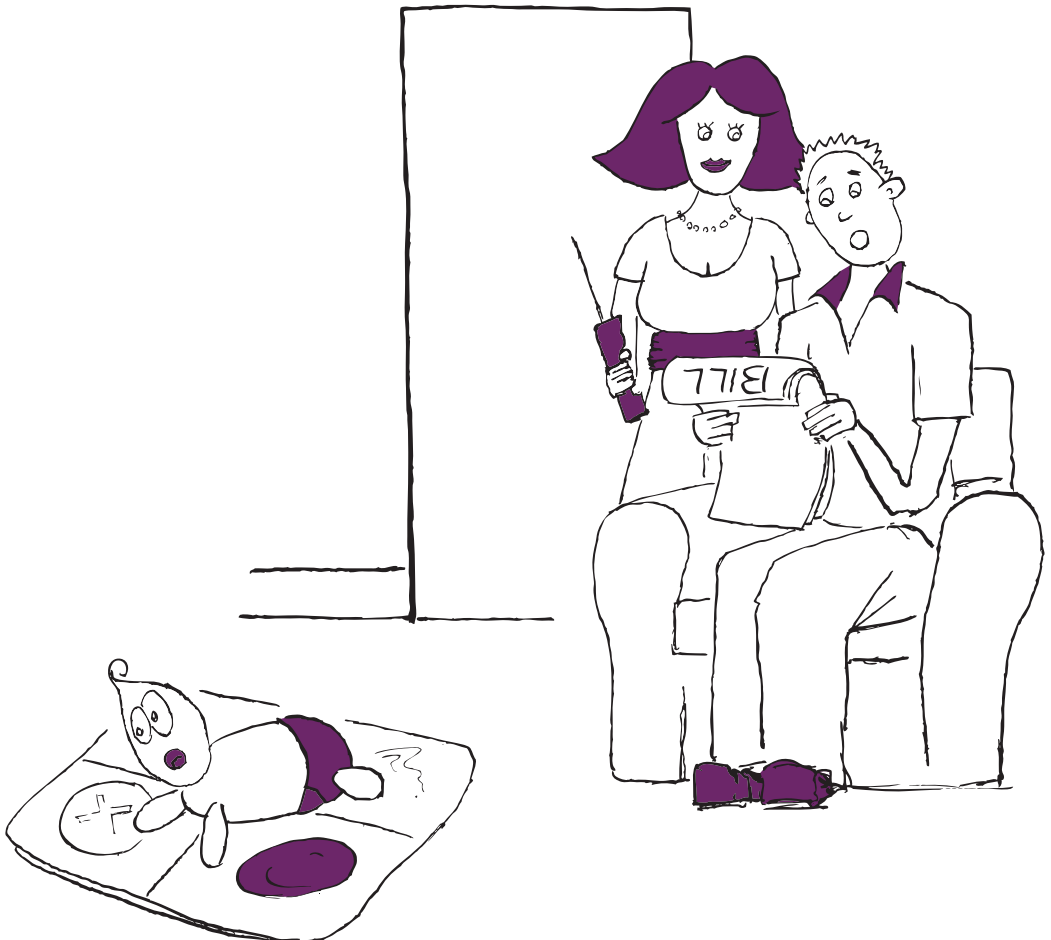
When you accept your tenancy, you sign a legal agreement to abide by the terms and conditions laid out in your Tenancy Agreement, including ensuring that your rent is paid on time and that your rent account does not fall into arrears.

Even if your rent is paid by Housing Benefit it is still up to you to ensure that your payments are being made correctly.

It is important to remember that if you fail to keep to any of these conditions you will be in breach of your tenancy agreement and Petersfield Housing Association may take further legal action which could result in you losing your home.

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Paying your rent must be your first financial priority. Paying your rent is not optional



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## How to pay your rent

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Your rent is charged on a weekly basis every Monday and in accordance with your tenancy agreement, is payable 4 weeks in advance.

You can pay your rent:-

- In person at our office at 32 Lavant Street, Petersfield and pay by cash or cheque (please make cheques payable to Petersfield Housing Association)
- By Standing Order (please pick up a form from our office)
- By Electronic Banking
- By post (please do not send cash in the post)

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For further advice about methods of payment please contact your housing officer on 01730 263589

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## Difficulties with paying your rent?

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As a responsible landlord we understand that from time to time you may not be able to pay your rent on time or that you experience problems with your finances.

Having financial difficulties is nothing to be ashamed of and there is help available should you need it. If there is a problem, you should let us know immediately. We know that sometimes your circumstances change, for example you may lose your job or begin to work less hours, become sick or have your pay reduced.

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Your Rent and Council Tax payments are a priority, so make sure that you pay these before any other debt

If you are having difficulty budgeting or find that you are getting confused with your bills and benefits, you can contact our Resident Support Officer (RSO), who will check that you are receiving all the money you and your family are entitled to and help you make claims for benefits. The RSO may also be able to advise you on ways you can manage your debt if applicable. If you are behind with your rent we will work with you to sort out a repayment plan that you can afford.

We promise to always treat you with respect and give you advice in confidence.

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So remember, that if you find yourself having difficulty paying your rent, contact us immediately, without delay and we will be able to help

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To make a claim for Housing Benefit contact EHDC at Penns Place, Petersfield or by telephone on 01730 265511

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t. 01730 263589

f. 01730 262111

[www.petersfieldhsg.co.uk](http://www.petersfieldhsg.co.uk)

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