

Housing Benefits

The Government via the City Council provides Housing Benefits to cover rent payments for tenants with low incomes. Our staff can advise you if you may be eligible and can help with completion of the claim form. If in doubt please ask for help.

If you are in receipt of Housing Benefits you must ensure you provide details to the City Council and Whitefriars of any change of circumstance.

When is rent due?

Rent is due on a Monday and must be paid in advance. If you chose to pay monthly this must also be paid in advance.

There are four weeks in the year when rent is not due. We will tell you when these are with your rent increase notification. If you are in arrears you must pay in those weeks.

What Happens If You Cannot Pay Your Rent?

If this happens you must contact your Housing Office at once. They can provide you with confidential advice on ways in which you can deal with the problem.

We aim to take a fair but firm approach to dealing with arrears. We will reach an agreement with you to clear any arrears.

If you fail to make the agreed payments we will take action. This may result in you being taken to court. If this happens court costs will also be due. If you fail to do as the court instruct, this may lead to eviction from your home.

More details on our arrears policy and its implementation can be found in our leaflet "Dealing with Rent Arrears".

Our Housing Offices:

9 Little Park Street,
City Centre, Coventry
Tel 024 7676 7111

192 Torrington Avenue,
Coventry
Tel 024 7649 6700

29-31 Riley Square,
Bell Green, Coventry
Tel 024 7670 8400

St James Lane,
Willenhall, Coventry
Tel 024 7651 6700

Your Area, Your Service - Helpful Numbers:

Repairs (24 Hours) Tel 0845 850 6090

Allesley/Whoberley
Tel 024 7649 6700

Leaseholder Services
Tel 024 7676 7220

Canley
Tel 024 7649 6700

Radford
Tel 024 7676 7111

Cheylesmore
Tel 024 7651 6700

Spon End Central
Tel 024 7676 7111

Ernesford Grange
Tel 024 7651 6700

Stoke Aldermoor
Tel 024 7651 6700

Henley Green/Wood End
Tel 024 7670 8400

Tile Hill
Tel 024 7649 6700

Hillfields/ Stoke Heath
Tel 024 7676 7111

Wyken
Tel 024 7670 8400

Need help in your own language?

French
**Pour vous
assister en votre
propre langue**

Farsi
برای کمک به زبانتان

Portuguese
**Assistencia na
sua propria lingua**

Arabic
نساعدتكم في لغتكم

Kurdish
بۆیار بە قیدار دە زانی خۆت

Somali

Luqadaadoo lugugu caawinaayo

☎ 024 7676 7000

Rents, Benefits & Service Costs



Whitefriars Housing Group Ltd
9 Little Park Street, Coventry, CV1 2UR
Web www.whitefriarshousing.co.uk
Email info@whitefriarshousing.co.uk
a charitable, industrial & provident society

Information correct at time of production.

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Rents, Benefits and Service Costs

Your rent pays for our running costs and the services you receive. This includes your repair service. To maintain our promised level of service we need to collect the maximum amount of rent due to us in each year. We encourage regular rent payments by offering a number of different ways which you can use to pay.

You should maintain your account in credit at all times. Rent arrears are not allowed and if you are in arrears this is a breach of your tenancy agreement. Legal action will be taken if rent arrears continue. If you do find yourself in difficulty with paying your rent you must get in touch with us straight away. Our approach to dealing with arrears aims to be firm, but fair. Separate leaflets on how we deal with arrears are available from our housing offices.

Your rent does not include Council Tax, Water Charges or other utility charges e.g. gas (unless you live in sheltered or very sheltered accommodation). You must make arrangements to pay these directly to the service supplier or other agency.

Setting Rents

You will have been told how much your rent is at the beginning of your tenancy. The effect of annual rent increase will be notified to you. This is normally at the beginning of April.

Our policy is to set rents that are affordable and fair and, that are below rents in the private

sector. Our rent setting policy changes from April 2006 in line with Government policy for all Council and Housing Associations landlords. From April 2006 all tenants will be moving towards target rent based upon a Government formula. This formula takes account of the value of the property, the number of bedrooms and average local earnings. The maximum rent increase in any year would be inflation plus 1/2% plus £2.17 per week. Once the target rent has been reached, the rent increase will be inflation plus 1/2%.

Service Costs

The rent you pay may also include service costs which the Government advise should be broken down and notified to you. At the start of your tenancy and at each rent increase these costs are shown so that you are aware of the costs of certain services. These can include amongst other things grounds maintenance and caretaking costs.

Appeals Against a Rent Increase

You may have a right to appeal to an Independent Rent Assessment Committee if you feel your rent is too high. They will compare your rent with rents charged for similar properties and to market rents in the area. If they decide that you are paying too much we must reduce your rent level. However, they may decide that your rent is too low by comparison with others and you could find that a further increase is payable.

You will be told how to appeal when you are advised of your rent charges.

How to pay your rent.

We offer a number of ways for you to pay your rent.

- **Direct Debit**
The easiest way to pay your rent. Once the forms have been completed no further action is required. Payments are automatically calculated and recalculated following the annual rent increase
- **By using your swipe card**
You will have been issued with a swipe card which is clearly marked as your rent payment card. This allows you to pay by cash or cheque at Post Offices or at Pay Point outlets throughout the country. Full details on how and where you can use your card were sent out when your card was issued. If you have any questions please contact your local office.
- **Standing Order**
This is where you request your bank pay a regular monthly sum to Whitefriars. A new mandate will be required following any rent increase.
- **Direct from employers (only some employers will do this)**
- **By direct payment of Housing Benefit entitlement from the City Council**
- **By phone using a debit card. Tel 7676 7070**
- **Via our website**
www.whitefriarshousing.co.uk

Rent Statements

We send statements of rent accounts to all our customers twice a year. This details all rent charged and payments made and provides the balance on your account. If you require a statement between the dates these are sent, please speak to one of our staff at your Housing Office and they will provide a statement for you.