

# Paying your Rent



We will be clear on what you have to pay, offer you a range of options to enable you to pay your rent, and offer support and advice to anyone who needs help to pay



We will achieve this by:

- Providing you with a complete breakdown of all charges you will need to pay before your tenancy starts
- Consulting you and advising you on any change in the level of rent at least 28 days before any change
- Providing you with a rent statement 4 times a year or when requested
- Contacting you if your housing benefit changes and advising you of the new amount of rent you have to pay
- Offering you advice on the best way to pay your rent at the start of your tenancy and during the life of the tenancy as and when you need it
- Setting up direct debits and letting you know about any changes to your direct debit payments at least 10 working days before the date of the new amount being taken
- Responding to any rent related information requested by you within 2 working days
- Providing you with help to understand your benefit entitlements, make sense of your debts and improve your budgeting skills
- Contacting you within 2 weeks if your account goes into arrears and continuing to contact you if your arrears continue
- Helping residents who want it to receive help from other agencies such as debt counselling organisations, social services and benefits services



## Contact us

Tel No           0800 652 3900  
 Email            enquiries.php@poole.gov.uk  
 Website         www.yourphp.org.uk



## Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email enquiries.php@poole.gov.uk

