

UPDATING YOUR RENT PAYMENTS

Our Income Team is no longer contacting you to remind you to make changes to your rent payments if your Housing Benefit entitlement has changed. Reasons your Housing Benefit payments may change include a new household member or a new job.

Your local authority will let you know if and when your Housing Benefit payments change. It is your responsibility to change your rent payments, and to contact us if you need any help or advice.

The easiest way to calculate your new rent payment amount is to minus your Housing Benefit weekly award figure from your weekly rent charge. If you need additional support to do this, please call us on 0330 128 0330.

If you pay via direct debit, please contact us so we can amend your direct debit payment to the correct amount.

If you don't update your rent payments, it could result in a debt on your rent account.

Please do contact us if you are struggling to pay your rent – we are here to help.