

Council House Rents

GENERAL INFORMATION

OUR APPROACH TO RENT COLLECTION

We encourage prompt payment and provide as many payment methods as possible.

If you are in arrears our aim is to reach agreement with you about how you will pay. We offer advice on housing benefits and help you to seek further assistance if necessary.

Helpline 01443 811450 or text RENTHELP to 81400

HOW CAN I PAY MY RENT?

1. DIRECT DEBIT - Hassle free with a guarantee

The Council offers a £20.00 one off payment (credited to your rent account) to all tenants who **change** their method of payment to Direct Debit. The direct debit will be taken monthly in arrears on the **last working day** of each month.

Contact the rents section on 01443 811450 to arrange for a direct debit form to be sent to you.

2. BY DEBIT/CREDIT CARD

To make a payment with an advisor please contact 01443 866570.

An automated payment line is available 24 hours a day seven days a week on 01443 863366.

3. ONLINE PAYMENTS

To make a payment online please visit the Caerphilly Council website at <https://www.caerphilly.gov.uk/contact-us/Online-Services>. Please ensure you have your full rent account number - |PROPREF||TENSUFFIX000||CHECKDIGIT|

4. STANDING ORDER/BANKERS ORDER

You can set up a Standing Order using online banking or by contacting your bank. You will need to quote your rent account number (|PROPREF||TENSUFFIX000||CHECKDIGIT|), our bank account number 83532550, sort code 20-10-42 and account name "Caerphilly County Borough Council".

5. POST OFFICE PAYMENT CARD

You can order a Post Office Payment Card by clicking the link below

<https://www.caerphilly.gov.uk/Services/Make-a-payment/Post-office-cards>

Or contact the rent section on 01443 811450 to arrange for one to be sent to you.

HOUSING BENEFIT

For tenants who are either on low income or unemployed, Housing Benefit or the housing cost element of Universal Credit is available to assist with the payment of rent. To apply contact the number below.

You are responsible for the payment of your rent and you must pay any amount not met by Housing Benefit or universal credit housing costs. We will also expect you to make arrangements to pay any outstanding arrears. Arrears can arise very quickly, if you do not provide information asked for or do not re-apply when your circumstances change or your claim is reviewed.

For further Information please contact:

Housing Rents **01443 811450**
Council Tax **01443 863002**
Housing Benefit **01443 864099**

DIFFICULTIES IN PAYING RENT

What should I do if I cannot pay my rent?

You should contact an officer of the rent section IMMEDIATELY - Tel: 01443 811450.

What advice will you give me?

The Council is always sympathetic to its tenants problems and generally an agreement to clear the debt can be made. We will tell you how to claim Housing Benefit and also give you information about debt counselling services such as the Citizens Advice Bureau (CAB).

What happens if I owe several weeks and cannot pay it off?

After we have visited you / written to you, we will send a notice of seeking possession which is the first step towards court proceedings.

What happens at a County Court hearing?

At the Court hearing the Judge will listen to the facts and decide whether to grant a possession order. As well as putting your home at risk the County Court Judgement will affect your ability to obtain credit in the future.

FIRM BUT FAIR

Tenants with financial difficulties will be assisted as far as the Council is able. However, if rent is owed the Council will do all it can to recover the outstanding sums.

NO RENT - NO HOME

Failing to maintain your rent may mean you lose your home, CONTACT US NOW if you are experiencing difficulties!

Helpline 01443 811450

Caerphilly County Borough Council
Rent Section,

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