

# 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**

## PAYMENT OPTIONS

### Payment at Post Office

If you wish to pay at your local Post Office please contact 01443 866583.

### Direct Debit

The Council is offering a £20 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.

### Debit Card/Credit Cards

Payments will be accepted at any of the Council's cash offices during normal office opening hours. Payments may be made by telephone by using the Automated Payment Line on 01443 863366, at any time. You can also make payments online by going to [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk) clicking on "pay online" link and following the step-by-step instructions. You will need your rent account number and the amount you wish to pay. (NB if paying by credit card a charge of 2% will be made in addition to the payment)

### By Post

Payment can be made by cheque or postal order crossed and made payable to "Caerphilly County Borough Council". Post dated or third party cheques will not be accepted. All cheque payments should be sent to Ty Penallta, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG.

### At the Door

The Council offers a fortnightly door step collection to tenants in sheltered accommodation or who are in receipt of Disability Living Allowance or Attendance Allowance. If you think you qualify, please telephone 01443 811450 to arrange a collection service.

### In Person

Payments can be made in person, by cash or cheque at any one of the Council's Cash Offices or at one of our Customer First Centres.

### On Line Telephone Banking

To use home banking services you will need to quote your rent account number, our bank A/C number 83532550, sort code number 20-10-26 and account name C.C.B.C.

## 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. 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:

<b>Housing Rents</b>	<b>01443 811450</b>
<b>Council Tax</b>	<b>01443 863002</b>
<b>Housing Benefit</b>	<b>01443 864099</b>

## **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,**

Correspondence Address:  
**PO Box 129, Hengoed, CF82 9BQ**

Visiting Address:  
**Tredomen Business and Technology Centre  
Tredomen Park  
Ystrad Mynach  
Hengoed. CF82 7FN  
E-mail: [rents@caerphilly.gov.uk](mailto:rents@caerphilly.gov.uk)**