Paying your rent

July 2019

Harlow Council
Civic Centre, The Water Gardens,
Harlow, Essex CM20 1WG
Tel: 01279 446655
www.harlow.gov.uk
Paying your rent

What your rent includes
We write to you every year to advise you of the amount of rent you should pay. If we change your rent, we must give you four weeks notice in writing. You will also receive a rent statement every quarter showing your payments and balance.

We will provide the following services for which you will pay a service charge, if applicable:

- Amenity cleaning
- Caretaking
- Cleaning
- Door Entry System
- Grounds Maintenance
- Landlords Lighting
- Heating

It is your responsibility for paying
You must pay your rent on time whichever method of payment you choose. If you are joint tenants you are both responsible, together and separately, for paying the whole rent. This means that if one tenant does not pay any rent, we can demand the full payment from the other tenant.

How is the rent set?
In 2002, the Government introduced a rent-setting system for all Councils and Housing Associations. Under this system, rents are based on the value of the property, the number of bedrooms in the property, and local earnings.

How can I pay my rent
By direct debit
You can pay your rent every month, either on the 1st, 8th, 15th or 25th direct from your bank or building society account. Most banks will do this free of charge as long as there is enough money in your account to cover the payment.

You can cancel the direct debit arrangements at any time. In addition, if your bank or building society pays us the wrong amount, the amount will be refunded to you.

Collection of rent by direct debit is the least expensive way for us to collect rent, and it can save you having to make a journey to our office.
Internet payments
Visit www.harlow.gov.uk/pay and select Housing Rents. You will need your rent account number, this is the 9 digit number starting with 40 or 41. It is important to keep your receipts in a safe place.

Over the phone
You can pay by debit or credit card, 24 hours a day by calling our automated telephone payment service: 01279 446600.

All major credit and debt cards are accepted with the exception of American Express and Diners cards. Please have your debit/credit card and your rent account number to hand when you phone.

At Contact Harlow
Contact Harlow is open for payments from 9am to 4.45pm Monday to Friday.

Difficulties paying your rent
If for any reason you think that you will have difficulties paying your rent, you must contact your rent officer immediately.

Your rent officer will give advice and support to help you pay your rent and manage your money.

If you regularly miss rent payments the Council will not hesitate to take legal action and this could result in you losing your home. Arrears will not be tolerated, but every opportunity will be given to you to help you pay your rent.

Housing Benefit / Universal Credit
If you are on a low income, you may be entitled to claim Housing Benefit or Universal Credit.

Application forms, advice and help with filling out claim forms, can be obtained online at www.harlow.gov.uk/benefits, from Contact Harlow or from www.gov.uk/universal-credit