



You can also contact the Housing Income Management Team at any time by phone or email for a balance or statement.

**What should I do if I get behind with my rent?**

Contact our Housing Income Management Team immediately on 01273 293224 or email them on [housing.incomemanagement@brighton-hove.gov.uk](mailto:incomemanagement@brighton-hove.gov.uk)

The team can offer advice and assistance to help you get back on track. If you are unable to pay in full, you can make an arrangement to pay the outstanding balance over a reasonable period of time.

You can also speak directly to our independent and confidential Money Advice Plus Service (MAPS) on 01273 664000.

**Court action**

We will only take court action where you have not made satisfactory payments or where you have broken an arrangement to pay your arrears.

If we do take court action, every effort will be made to meet with you to reach an agreement to settle the debt.

We will give you at least seven days notice of any court action. If we do take you to court, you may have to pay court costs.

If we get a court order to recover your arrears and you do not keep to it, we will take action to evict you. However, before we do this, we will try to meet you to reach an agreement.

**Former tenants**

If you leave a council tenancy with any arrears, we will continue action to recover this money from you. This may lead to you having a County Court Judgement against you, which will affect your credit rating.

**Housing customer services**

For all general housing enquiries, contact our Housing Customer Service Team:  
[housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk)  
 Tel: 01273 293030

**Housing Income Management Team**

Housing Centre, Eastergate Road, BN2 4QL  
 Enquiries 01273 293224  
 Telephone Mon-Fri 9am - 5pm  
[housing.incomemanagement@brighton-hove.gov.uk](mailto:housing.incomemanagement@brighton-hove.gov.uk)



**Paying your rent**

Your tenancy agreement states that rent is due weekly in advance.

We have tried to make paying your rent as easy as possible and there are several ways that you can pay us. If you are late paying your rent you are in breach of your tenancy agreement and we may start recovery action.

This leaflet gives details of the ways you can pay and who you can speak to.

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## How to pay your rent

### Direct debit

Direct debit is an easy way to pay and, once set up, you never have to think about paying your rent.



You can request an application form by:

- downloading our direct debit form at [www.brighton-hove.gov.uk/payingrent](http://www.brighton-hove.gov.uk/payingrent)
- e-mailing [rentaccounting@brighton-hove.gov.uk](mailto:rentaccounting@brighton-hove.gov.uk)
- calling Rent Accounting on 01273 293065

### Standing order and online banking

You can set up a standing order or online banking payment. Please give your bank or building society the following account details and include your rent reference:

Lloyds Bank plc  
171-173 North Street, Brighton  
Sort Code: 30-80-12  
Bank Account Number: 10631660

If your rent changes you will need to notify your bank of the change.

You can get a standing order form from your bank or by:

- downloading our standing order form at [www.brighton-hove.gov.uk/payingrent](http://www.brighton-hove.gov.uk/payingrent)
- e-mailing [rentaccounting@brighton-hove.gov.uk](mailto:rentaccounting@brighton-hove.gov.uk)
- calling Rent Accounting on 01273 293065

### On the internet

You can pay by debit card using our secure server at <https://ww2.brighton-hove.gov.uk>. Select the 'Housing Rents and Other Charges' from the 'Fund' drop down list, enter your account number, how much you wish to pay and your card details.

### Over the phone

Please ring our automated payment line on 01273 291908 to pay 24 hours a day, seven days a week using your credit or debit card.

You can also call 01273 293224 during office hours – select option 2 to speak to one of our staff and pay by debit or credit card. You will need your rent account number and debit or credit card details to hand.



### By Paypoint

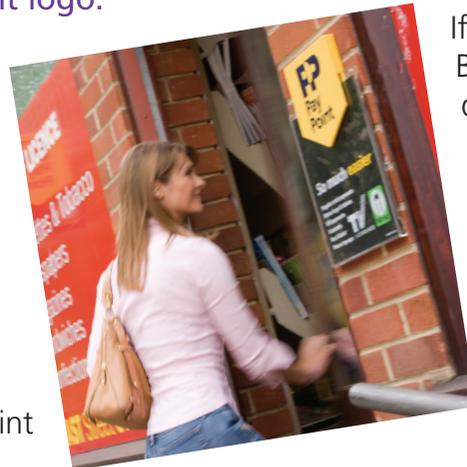
You can pay using your Paypoint card anywhere you see the Paypoint logo.

Visit [www.paypoint.co.uk/locator](http://www.paypoint.co.uk/locator) for your nearest Paypoint outlet.

You can get a card by:

- e-mailing [rentaccounting@brighton-hove.gov.uk](mailto:rentaccounting@brighton-hove.gov.uk)
- calling Rent Accounting on 01273 293065

You can also print off a barcode from our website at [www.brighton-hove.gov.uk/paypoint](http://www.brighton-hove.gov.uk/paypoint)



### Telephone banking

Contact your bank quoting The Lloyds Bank plc details as before.

Please allow five working days for your payment to reach us.

### Who can I talk to about paying my rent ?

Need to talk to someone about how to pay?

Call our Housing Income Management Team on 01273 293224 or email them on [housing.incomemanagement@brighton-hove.gov.uk](mailto:housing.incomemanagement@brighton-hove.gov.uk)

### Housing Benefit & Council Tax Reduction Scheme

You can get help to pay your rent and Council Tax if you are on low income. The amount you get depends on your income, savings and who is in your household.

If you qualify for Housing Benefit, it will be credited directly to your rent account. If you qualify for Council Tax Reduction, it will be credited directly to your Council Tax account.

To apply online please visit [www.brighton-hove.gov.uk/claimnow](http://www.brighton-hove.gov.uk/claimnow)



Or you can pick up an application form from any housing office or call 01273 292000.

Please make sure you notify the benefits service of any changes in your circumstances, as this could affect the amount you receive. These include changes to your income or savings, and someone moving into or out of your home.

### Keeping up to date with your rent

Sign up to our housing customer online system and get 24/7 access to your rent and other housing accounts.

Visit [www.brighton-hove.gov.uk/tenants-online](http://www.brighton-hove.gov.uk/tenants-online) to register.

If you are not registered for the customer online system, we will send you a 'rent account statement' four times a year