

## Rent Payment Responsibilities

Paying your rent is the most important part of your tenancy agreement. The money from rents goes to pay for the services we provide to you.

### When do I start paying?

Your tenancy starts on a Monday and you need to pay your rent every week, a week in advance. Unless you receive full Housing Benefit, you will need to pay at least 1 week's rent at your sign-up.

You are responsible for ensuring that Impact receives the **full** weekly charge (including any service charge). If you are entitled to Housing Benefit payments it is also your responsibility to ensure that Impact receives these payments. It is important that your claim for Housing Benefit (and any supporting evidence) is submitted as soon as your tenancy starts. You should start completing the form as soon as you are offered the tenancy. You must also get a receipt to show that your claim has been submitted, and provide us with this receipt. If there are arrears on your account, we will still inform you about this, even if we know you've made a claim for Housing Benefit, and we will still request that you update us on the progress of your claim.

### Why do I need to pay my rent in advance?

Your rent for the week is due first thing on a Monday morning, and this is when our arrears processing systems are run. If your rent has not been paid prior to this then your account will show an arrear. Because your rent needs to be kept clear at all times you **must** pay 1 week in advance if you pay weekly or one month in advance if you pay monthly.

### How do I pay for rechargeable repairs?

If you damage the property in any way then you will be charged for the necessary repair to be made and this charge will be put on your rent account and the debt will be dealt with in the same way which any rent arrears are dealt with. Remember that if you lose your key and we are required to send a joiner to change the lock, this will be a rechargeable repair, so it's wise to ask a friend or relative to keep a spare! If you have arrears of £250 or over, then rechargeable repairs (other than repairs to make safe) will not be carried out.

### Payment Options

We have a leaflet on the different payment options available on the website. The different payment options are: direct debit, payment over the phone (with a debit card), payment over the internet (with a debit card) and rent payment card (you'll be sent one of these automatically as soon as your tenancy starts). Direct debit payments can be taken weekly, fortnightly, 4 weekly or monthly. They are quick and simple to set up for most people who have a bank account. Direct debits are also safe, and they mean you don't have to remember to pay! Please contact us now to set one up.