

Rent - Frequently Asked Questions

When do I pay?

Your rent is due every Monday. We only charge you rent for 48 weeks out of every year, this means that in a year you will have four weeks that you do not pay us rent, these are called 'rent free' weeks. These are usually the first two rent weeks of each year and over the Christmas period. Many tenants qualify for help towards some or all of their rent. If you think you may qualify for some help please click here for further information.

It is important that you pay your rent on time. If you fall into financial difficulties please contact your Tenancy Management Officer as an affordable repayment arrangement can be made. If you do not pay your rent then we will start taking action when you have missed two weeks payments. If you pay monthly, we start after you have missed a month's payment. We will contact you by telephone or by letter to discuss an affordable repayment arrangement. If you do not reply or make regular payments to reduce your arrears we will take legal action against you. This could lead to you losing your home. Please see the Tenancy Management Section for further details.

My account is in credit - how can I get a refund?

A Rent Refund form is available from all of the [Contact Centres](#). Please be aware that the sum you request may not be what you receive, we will clear any other housing debt before we release any money to you.

What if I am a former tenant who owes rent?

If you are no longer a current Council tenant and you moved out without paying all the rent that was due these are known as former tenants arrears. We will pursue this debt, even though you no longer live at the property.

If you can't pay your debt all at once, we can arrange a payment plan for you. Normally we would prefer your debt to be cleared within a year, but we will want to know your incomings and outgoings to make sure you can afford the agreement we make with you. We will make regular checks to make sure you are paying what you agreed.

How is rental income spent?

Your rent covers the charge for bricks and mortar - including repairs, improvements and management of the property and the neighbourhood. Monies are also paid to Central Government.