

RENT PAYMENT CALENDAR 2018 - 2020

This rent payment calendar will help you keep track of your payments and remind you about your rent-free weeks.

The rent free weeks shaded in blue below, apply to you if your tenancy agreement states that you get rent free weeks. However, if you are in arrears you need to continue to pay through the rent free weeks.

This calendar is not proof of payment so please keep your receipts and check payments against your rent statements. Please refer to your 'Guide for Tenants' for the terms of your tenancy agreement.

Payments 2018-2019

Week	W/C*	Amount Paid	Date	Week	W/C*	Amount Paid	Date
1	02-Apr			27	01-Oct		
2	09-Apr			28	08-Oct		
3	16-Apr			29	15-Oct		
4	23-Apr			30	22-Oct		
5	30-Apr			31	29-Oct		
6	07-May			32	05-Nov		
7	14-May			33	12-Nov		
8	21-May			34	19-Nov		
9	28-May			35	26-Nov		
10	04-Jun			36	03-Dec		
11	11-Jun			37	10-Dec		
12	18-Jun			38	17-Dec		
13	25-Jun			39	24-Dec		
14	02-Jul			40	31-Dec		
15	09-Jul			41	07-Jan		
16	16-Jul			42	14-Jan		
17	23-Jul			43	21-Jan		
18	30-Jul			44	28-Jan		
19	06-Aug			45	04-Feb		
20	13-Aug			46	11-Feb		
21	20-Aug			47	18-Feb		
22	27-Aug			48	25-Feb		
23	03-Sep			49	04-Mar		
24	10-Sep			50	11-Mar		
25	17-Sep			51	18-Mar		
26	24-Sep			52	25-Mar		
Balance Carried Forward							

* Week Commencing

Payments 2019-2020

Week	W/C*	Amount Paid	Date	Week	W/C*	Amount Paid	Date
1	01-Apr			27	30-Sep		
2	08-Apr			28	07-Oct		
3	15-Apr			29	14-Oct		
4	22-Apr			30	21-Oct		
5	29-Apr			31	28-Oct		
6	06-May			32	04-Nov		
7	13-May			33	11-Nov		
8	20-May			34	18-Nov		
9	27-May			35	25-Nov		
10	03-Jun			36	02-Dec		
11	10-Jun			37	09-Dec		
12	17-Jun			38	16-Dec		
13	24-Jun			39	23-Dec		
14	01-Jul			40	30-Dec		
15	08-Jul			41	06-Jan		
16	15-Jul			42	13-Jan		
17	22-Jul			43	20-Jan		
18	29-Jul			44	27-Jan		
19	05-Aug			45	03-Feb		
20	12-Aug			46	10-Feb		
21	19-Aug			47	17-Feb		
22	26-Aug			48	24-Feb		
23	02-Sep			49	02-Mar		
24	09-Sep			50	09-Mar		
25	16-Sep			51	16-Mar		
26	23-Sep			52	23-Mar		
				53	30-Mar		
Balance Carried Forward							

Balance Carried Forward

Making payments by phone



If you have a Debit Card, you can pay your rent or any other charges by telephone by ringing us during normal office hours on:

0345 266 9760

To make payment outside of normal office hours please call **0844 557 8321** and follow the instructions.

If you wish to pay by Direct Debit or Standing Order, please see overleaf.

Paying your rent is your priority

Remember - your home is at risk if you do not keep up with rent payments.

Please pay your rent promptly and regularly so that you do not get into debt. If you cannot pay your rent please contact us as a matter of urgency so that we can help you.

If you are in arrears, as well as discussing a repayment plan, we have specialist staff who can help and advise you. If you feel this would be of help to you, please contact your Revenues Officer. You will also find advice on budgeting and debt management at www.chorushomesgroup.co.uk

ADVICE ON RENT PAYMENTS

Other ways to pay your rent and other charges

Direct Debit

This is the most convenient method of payment. There are no cheques to write and no paperwork. We alter payments when your rent changes and give advance notice of the amount to be debited from your account. Your Bank or Building Society's Direct Debit Guarantee will apply. Please contact your Revenues Officer if you want to pay this way.

Standing Order

This is your instruction to your bank to pay a set amount (your rent and any service charges) to Chorus Homes, either weekly, fortnightly or monthly. If you owe rent, you can set up your Standing Order so that regular amounts are also paid off your debt. Please speak to your Revenues Officer if you wish to do this.

Text message

This service is provided through the Allpay website, and allows you to make payments easily from your mobile phone. You will find more information at www.allpay.net/text_payments, where you will need to register with the site and enter your debit card details to use the service.

Via any PayPoint:

Use your payment card to pay wherever you see the PayPoint logo. Some outlets do not accept cheques, but do accept debit cards and cash.

Cheque

Please make cheques (with your account number written on the back) payable to:
Chorus Homes Group Limited.

What happens if I get into debt?

We have a 'firm but fair' approach to rent debt. You must pay all rent and charges on time. If you have money worries, contact us quickly to discuss how we can help and how the debt can be paid.

You don't always have to pay it all off at once. We will work out a plan that you can afford. Get in touch now. The longer you leave it before you contact us, the worse the situation will become.

If you do not repay the debt or do not keep to your repayment agreement on your home, we will evict you. We will, however, keep in regular contact with you so that you are aware of what is happening.

If you owe rent on a garage, we will serve you two weeks' Notice to Quit, which allows us to repossess it.

If you owe any rent you must keep to your repayment agreement during the "rent free" weeks shown overleaf. We will write to those tenants who have a debt nearer to the time to remind them of this.

If you lose your home or garage because of rent arrears, we will recover any money you owe us by using a debt collection agency or by taking court action.

For a copy of this leaflet in large print, audio or in another language please call 0345 266 9760

How to get help with paying your rent

For information about housing benefit and how to claim, please telephone your local council's housing benefit department.

If you have just claimed or are about to make a new claim for Income Support, Job Seekers Allowance or Employment Support Allowance you should make your claim for Housing Benefit through Job Centre Plus by telephoning **0800 055 6688**.

Remember that, with the introduction of Universal Credit, in future housing benefit will be paid direct to you as part of your total Universal Credit payment. It will then be your responsibility to pay your rent to us from your Universal Credit.

Home Contents Insurance



My Home
Contents Insurance

My Home contents insurance from the National Housing Federation can give you peace of mind and come to your aid when something goes wrong, providing financial assistance when you need it most.

The insurance is affordable and, unlike other schemes, My Home does not charge an excess on claims (this is the part of the claim you normally have to pay yourself.)

Contents insurance covers your home for theft and fire, water damage, accidental damage, lost

or stolen keys, spoiled freezer contents and other risks.

Chorus Homes is responsible for the structure of your home, but in the event of a flood, fire, theft or other damage, we will not replace your personal belongings, carpets, furniture or internal decorations.

It is quick and easy to apply by filling in a short form or by telephone.

There are flexible payment options by cash, direct debit, cheque, postal order and credit/debit card and you can pay weekly, monthly or annually.

For about 'My Home' email info@chorushomesgroup.co.uk