



Rent Charges 2011/12

Your questions answered

We have put together this information to tell you how we decide how much rent you should pay. Please read this leaflet and if you have any more questions please telephone 01249 466150 for more details.

How do you decide what my new rent will be?

We set our rents using a method set by the Government. It says we must base the yearly increase on the rate of inflation (RPI) for September, plus half of a percent (0.5%). The inflation figure in September 2010 was 4.6%. So, adding the 0.5% this means that this year rents will be increased by 5.1%.

What is the rent calculation based on?

The Government tells us to make sure that our rents all come into line with a target level which is based on:

- the value of your home;
- the number of bedrooms; and
- local and national wages and property prices.

The majority of rents will increase by 5.1% in line with inflation, but some rents may have to be adjusted to bring them into line with the target level. If you want to know more about how your rent is affected, please call our Customer Accounts Team on 01249 466150.

I receive Housing Benefit – why have you sent me this letter?

By law, we must tell you if we change your



If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

আপনি যদি এর কোন অংশের ব্যাখ্যা অথবা অনুবাদ চান, অথবা বড়ো ছাপার অক্ষর, অথবা অডিও টেপের মতো অন্য কোন ভাষাতে চান তাহলে আপনার প্রয়োজনীয়তা আলোচনা করার জন্যে অনুগ্রহ করে 01249 465465 নম্বর ফোনে আমাদের সঙ্গে যোগাযোগ করুন।

倘若您希望我們對該雜誌的任何部分給予解釋或提供翻譯，或以不同格式（如大字體或錄音帶）提供，請致電 01249 465465 聯絡我們，洽商您的需求。

如果您希望我们对该杂志的任何部分给予解释或提供翻译，或以不同格式（如大字体或录音带）提供，请致电 01249 465465 联系我们，洽商您的需求。

Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi ba ka bir fotmatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konu mak için bu numaraya telefon edin: 01249 465465.

rent. If you get Housing Benefit, we will tell the council about your new rent charge. Your local council will recalculate the benefit you get now, and tell you the new amount in writing. If you already get Housing Benefit and the council has recently sent you a Housing Benefit application form, please complete and return it to the council straight away. If you don't, your benefit will be cancelled and you will have to pay the full rent yourself. It is not always possible to get backdated payments. If you need help completing your form, please get in touch with us on 01249 466120.

I don't receive Housing Benefit – should I apply?

If you don't get Housing Benefit already, you may now be entitled to it because your rent has increased. You can get an application form from your local council, or we can send you one. You should complete and send in your application form as soon as possible to make sure that you get all the money you are entitled to.

The local Housing and Council Tax benefit teams in your area and their telephone numbers are:

Wiltshire Council

Wiltshire Council Housing Benefit Services
Freephone: 0800 0270428

- North
Revenues & Benefits, Wiltshire Council,
Monkton Park, Chippenham SN15 1ER
Email: revsandbensnorth@wiltshire.gov.uk
- South
Revenues & Benefits, Wiltshire Council,
27-29 Milford Street, Salisbury SP1 2AP
Email: revsandbenssouth@wiltshire.gov.uk
- East
Revenues & Benefits, Wiltshire Council,
Browfort, Devizes SN10 2AT
Email: revsandbenseast@wiltshire.gov.uk
- West
Revenues & Benefits, Wiltshire Council,
Bradley Road, Trowbridge BA14 ORD
Email: revsandbenswest@wiltshire.gov.uk

Swindon Borough Council

Housing Benefit Services
Swindon Borough Council
Civic Offices, Euclid Street
Swindon SN1 2JH

Telephone - 0345 3022316
Email: customerservices@swindon.gov.uk

Has my heating charge for my/our home changed?

Your heating charge has been calculated to cover the cost of fuel supplied for the building you live in. Housing Benefit is not payable for the heating charge for your home, so you need to pay the full amount due yourself. If you pay a communal heating charge, Housing Benefit is payable for communal heating charges.

Has the sewerage charge changed where I live?

We collect the sewerage charge for Wiltshire Council. The Council have increased this charge by 3.7%. As Housing Benefit doesn't cover sewerage charges, you need to pay this.

Service Charges

Service Charges are set based on the cost of providing specific services to our customers. Please telephone 01249 466150 for more information.

What can I do if I disagree with my rent charge?

If you are an assured tenant and you disagree with the individual rent set for your home you can appeal to the Rent Assessment Committee. If you want to appeal you should seek advice from a law centre or Citizens Advice Bureau.

I pay my rent by Direct Debit - What do I need to do?

You need do nothing. We will notify you of the change in the charges to be applied from your

bank account subject to the usual Direct Debit guarantee.

If you would like to start paying by Direct Debit please contact the Customer Accounts Team on 01249 466120.

I pay my rent by bank standing order – what do I need to do?

In March 2011, we will send you a revised standing order form. You need to complete it and send or take it to your bank. If you have access to online Internet banking you can change the payments online based on the form we send you. Please give your bank 7 days notice to set up or change the standing order. The form tells your bank to make the necessary payments.

We calculate the amount of each standing order to make sure that your rent account will be fully paid at the end of the year. Normally, payments are made in advance on the first day of each month but you can change the date with your bank.

If you receive Housing Benefit we will send you a standing order in May 2010, after the council has recalculated your entitlement. The reason for this is that we have to wait for the council to calculate your new housing benefit entitlement.

Why should I pay by bankers order or Direct Debit?

It takes the worry and time out of paying your rent yourself – and it couldn't be easier. We send you a form that you complete and send to your bank to tell them to pay the same amount on the same day every month.

Where to get help and advice

We understand that some customers may experience difficulties paying the rent, especially after an increase. We have set up a scheme with North Wiltshire Citizens' Advice Bureau (CAB) to make sure you get help with:

- Advice to claim the benefits you are entitled to
- How to make your money go further
- To get help with any financial difficulties
- Banking advice and support for those of you without an account

- Finding affordable credit (saving and borrowing from the Credit Union)

If you would like to find out about benefit entitlements, Jennie Jopling or Barbara Oatley, your CAB Project Workers, will:

- Check if you are entitled to a benefit
- Check you are receiving the right amount
- Help you to make a claim or appeal
- Help you if you have been paid too much and have to pay some back
- Assist you to access specialist help

If you need help with financial problems, Jennie Jopling or Barbara Oatley will:

- Assist you to put together a realistic budget
- Help you to talk to creditors and agree affordable repayments
- Help you to deal with legal actions taken against you

You can contact Jennie or Barbara by:

- Email: westlea@northwiltscab.org.uk
- Phone: 01249 445115 extension 3
- Text: 07890 733919

If you would like to find out how to make your money go further, Elizabeth Payne or Nigel Jones, your 'Money Friends', will:







- Give you advice and support on how to reduce your energy supply costs,
- Help to get reduced water supply costs (depending on your circumstances)
- Give support for you to set up a bank or credit union account suitable to your situation
- Help to make grant applications
- Help with access to the Government's Child Trust Fund

You can contact Elizabeth, or Nigel by:

- Email: moneyfriend@northwiltscab.org.uk
- Phone: 01249 445115 extension 3
- Text: 07890 733919

How and where to pay your rent



	<p>By bank standing order or direct debit: We can send you a form for you to complete and pass to your bank.</p>
	<p>At any post office in the United Kingdom in cash, or by cheque, using the payment card that we sent you when your tenancy started.</p>
	<p>Internet payment service: pay online at www.westlea.co.uk/payments – have your rent payment card and debit/credit card available. (You will be prompted for a password to register on the site the first time you use it.)</p>
	<p>By phone with debit or credit card: Call us on 01249 466106 (24 hours) and follow the instructions. Have your rent payment card and debit or credit card available.</p>
	<p>At any 'PayPoint': Use your swipe card to pay wherever you see the PayPoint logo (in convenience stores, newsagents, supermarkets and service stations).</p>
	<p>Through Housing Benefit: Housing Benefit is claimed from the council in your area. If you need help with your claim please contact us.</p>