



What does my rent cover?

- An accommodation charge
- A charge for communal services (eg heating and lighting in shared areas)
- A charge for services delivered to you personally (eg: heating and lighting in your room, TV licence fee etc).

These charges are listed in your occupancy agreement. Before you move in, we will explain what charges you will have to pay. You can ask for an up to date list of these charges at any time. Some are eligible for Housing Benefit. Others you will have to pay for yourself.



Don't give up before you've started. If you're facing homelessness or housing issues, we can help you find a way forward.

Just call 01202 410 500



Bournemouth Churches Housing Association,
St Swithuns House, Christchurch Road,
Bournemouth, BH1 3NS.
Fax: 01202 410 600
Email: mail@bcha.org.uk
www.bcha.org.uk

This information is available in alternative formats, eg: your first language, large print, audio tape, or Braille on request.

BCHA 18 PAYING YOUR RENT OR LICENCE FEE

paying your rent or licence fee
find a way forward



know what's involved paying your rent or licence fee

Service charges

If you live in a block of flats and share facilities with other residents, you may receive extra services from us. For example:

- Grass cutting and hedge trimming
- Cleaning of staircases and corridors
- Heating and lighting of staircases and corridors

We will make sure our service charges give you value for money. From time to time, we will consult with residents about the charges you pay, especially if we want to provide extra services or change the level of service we give you.

Other charges

You have to pay Council Tax separately from your rent. Your Local Council will send you details each year. If you apply for Housing Benefit, you can also apply for help with your Council Tax at the same time.

You must pay your water, electricity and gas charges directly to the supply companies if we do not include them in your service charge. If a bill arrives and you cannot afford to pay, contact the supplier straight away for advice. If you do not pay your bills, your supply might be cut off.

Paying your rent

Your must pay your rent every week, in advance. If you want to pay every month, for example, please let your housing officer/support worker know first.

You can pay your rent:

- In person – to your housing officer or support worker or at St Swithuns House
- By post (cheques and postal orders ONLY)
- By Standing Order from your bank account
- By using our new Payment Card system (ask us for further details)

If you would like further information about ways to pay your rent, contact your Housing Officer or Support Worker.

Rent statements

If you are a tenant, a statement of your rent account will be sent to you every 3 months. You can also ask for a rent statement at any other time. If you have any queries regarding your rent, please contact your housing officer or support worker.

Helplines

National Debtline 0808 808 4000
Citizens' Advice Bureau
See your phonebook
Housing Benefit Offices
See your phonebook
or ask your Housing Officer

18

