PAYING YOUR RENT AND SERVICE CHARGES

At Heyford Regeneration we aim to offer you a transparent and efficient process for paying your rent and service charges. In this document you will find all the information you require to pay your rent and service charges.

We hope you will find paying your rent simple and that you will be able to meet your rent payments. However we understand that personal circumstances may change and there may be instances where you require advice and support. Wherever possible Heyford Regeneration will endeavour to find a solution to any issues you face concerning rent payments before taking any further action so please contact the managing agent if you feel you need any advice or are concerned about meeting your rent payments.

Please be aware that if you fail to liaise with the managing agent to find a solution or are not able to come to an agreement acceptable to us to repay your rent arrears, we may put into progress the eviction procedure (please see section 3 of this document and our separate eviction procedure for further information).

**FAQS**

**1 How do I pay my rent?**

There are two ways you can pay your rent.

**Standing order**

Paying your rent via Standing Order is one of the most convenient ways to pay. Setting up a Standing Order will mean your rent is automatically released from your account to Heyford Regeneration on time each month.

We will provide you with a standing order mandate which will allow you to set up your standing order.

**By cheque**

You may also pay your rent by cheque. Your cheque will need to have been received by us on or before the day your rent is due. Please detail on the back of your cheque name, property and the time period the rent is payable for and then send cheques to:

FAO: Managing Agent

Heyford Regeneration

Heyford Park House

52 Camp Road

Upper Heyford

Bicester

OX25 5HD

You may also deliver your cheque in person to the above address. If you choose to do this, please report to reception and ensure your envelope is received by a member of the reception staff.

**2 How will I know how much rent to pay?**

Your rent charges are detailed in your tenancy agreement. The frequency at which you are required to pay your rent is also included.

If there are any changes to your rental amount we will send you a written notice showing the date the new charge begins and the amount you need to pay.

***2.1 Service charges***

In some tenancy agreements you will be required to pay a service charge.

A service charge is an additional charge for shared services provided to a building or estate. The cost of these services is divided by all the tenants who benefit from them.

The charges will be specific to your property and therefore will vary depending on which type of property you live in. The charges specific to your property will be detailed in your tenancy agreement.

***2.2 Other costs***

You are responsible for ensuring you have paid all other associated bills for your property. This includes, but is not limited to; council tax, water, electricity and gas.

**3 What happens if I don’t pay my rent?**

If you get into rent arrears and fail to clear the debt or come to an agreement acceptable to us, we may apply to court and ask for you to be evicted from the property. We will charge you for the cost of taking you to court and can recover the cost from you as extra rent.

On the seventh working day of your rent being overdue we will contact you via letter requesting that you either pay your rent or contact us to discuss your situation. In this letter, we will discuss the state of the arrears, housing benefit claims and other measures. If after 7 days of receiving this letter you have not made any contact with Heyford Regeneration we will begin our formal eviction process. Please see our eviction procedure for further information.

***3.1 What can I do if I am struggling to pay my rent?***

If you are finding it difficult to meet you rent payments, please contact the managing agent immediately. Also, see section 4 of this document concerning housing benefit.

**4 Housing benefit/Credit**

If you are unemployed or on low income you may be entitled to financial help in order to pay part of or all of your rent. To make an enquiry concerning entitlement to help with your housing costs please contact the Local Authority benefits team, your local Job Centre or Citizens Advice Bureau.

If you do receive credits or benefits to cover part or all of your rent it is your responsibility to ensure your rent is paid. If your housing benefit has not been paid to cover your rent, you are responsible for chasing up your claim with the housing benefits office. Please also contact our team immediately on 01869 238 217 if you believe there will be a delay to your benefits payment.

It is also your responsibility to notify the relevant benefit agency of any changes to your circumstance which may affect your entitlement to benefit/credit.

**By signing below you agree that you have read, understand and will adhere to Heyford Regeneration’s Rent and Service charge payment procedure**

Signed: Date

Date