



## The Best Way To Pay Your Rent

We have outlined all the payment options available, so you can choose the one that works for you. scan the QR code with your phone for more information.



### Paying by Direct Debit

Direct Debit is the easiest and most convenient way to pay if you have a bank or building society current account.

You can now select any day of the month on which you would like payments to be collected from your account. To set this up, please download, complete and return the form from our website at <https://www.westminster.gov.uk/housing/tenants/rent-and-service-charges/ways-pay-your-rent>

### Paying by Standing Order

Setting up a standing order is a simple way of paying rent for tenants with a bank account or a building society account. To set this up, please download, complete and return a standing order form from our website at <https://www.westminster.gov.uk/housing/tenants/rent-and-service-charges/ways-pay-your-rent>

Please note that if your rent amount changes, you must advise the bank or building society to change the amount collected.

### Paying Online

Payments can be made on our website. You will need a rent reference number and debit or credit card. Payments made before 6pm on a working day will normally be credited to your rent account the following working day. <https://www.westminster.gov.uk/housing/tenants/rent-and-service-charges/pay-your-rent-and-service-charge-online>

### Telephone payments by Debit or Credit Card

Payments can be made at any time by using our automated voice response system (telephone **020 7823 2601**). Calls to this service are charged at the local rate. This is an automated service. Please have your rent reference number, payment details and debit or credit. Payments made before 6pm on a working day will be credited to your rent account the same day. Payments made after 6pm will appear the following working day.

You can also contact customer services on 0800 358 3783 who can take payment by debit or credit card over the telephone. This service is only available during office hours (Monday to Friday 9am-5pm).



## English

If you would like to speak to us about the content of this letter in your own language, please contact us on 0800 358 3783 or visit your local area service centre at the address below.

## Portuguese

Se desejar falar conosco sobre o conteúdo desta carta no seu idioma, entre em contacto com a Westminster City Council através do número 0800 358 3783 ou visite o centro de atendimento da sua área local, através do endereço abaixo indicado.

## Arabic

إذا كنتم ترغب في التحدث إلينا عن محتوى هذه الرسالة بلغتك ، نيرجى الاتصال  
ب Westminster City Council على الرقم 0800 358 3783 أو بزيارة مركز خدمة المنطقة المحلية الخاصة

## Spanish

بك على العنوان أدناه.

Si quiere hablar con nosotros en su idioma sobre el contenido de esta carta, póngase en contacto con Westminster City Council (0800 358 3783) o visite su centro de servicios local (véanse las distintas direcciones en la tabla).

## Bengali

আপনি যদি এই নির্ধারিত বিষয়টি নিয়ে আমাদের সাথে আপিসের ভাষায়  
লিখতে চান,  
তবে আপনি ০৮০০ ৩৫৮ ৩৭৮৩ নম্বরে নসর্ট ওসিস্ট ফহামসির সাথে  
ফোন করে অথবা নিকটস্থ অফিসে গিয়ে  
ফোন করে অথবা পিনকোড দিয়ে

## Cantonese

如果您想您的母語與我們討論此信的內容，請致電0800 358 3783與Westminster City Council 聯絡，或訪問您當地的服務中心，地址如下。

## Mandarin

如果您想用母語與我們討論此信的內容，請撥打0800 358 3783联系 Westminster City Council，或是拜访下方所示的当地区域服务中心。

<p><b>Central Area Service Centre</b> 24 Lilestone Street London NW8 8SR United Kingdom</p>	<p><b>South Area Service Centre</b> 137 Lupus Street London SW1V 3HE United Kingdom</p>
<p><b>North Area Service Centre</b> 1 Glasgow House London W9 1QY United Kingdom</p>	<p><b>West Area Service Centre</b> 155 Westbourne Terrace London W2 6JX United Kingdom</p>



We recognise your rent has increased, and some residents may need help, assistance and advice and we will do all we can to support you if you do.

We understand that any increased pressure on a household's budget is difficult and never more so than after the past 2 years where many residents have been directly or indirectly affected by the pandemic.

We will do all we can to help you if you need any assistance paying your rent and service charges.

There is a lot of information in this letter about how we can help you, but if you're worried about how to pay your rent and service charges, please do not hesitate to pick up the phone and call the income team on: 0800 358 3783. We are waiting for your call.

**Q. How is my new rent calculated?**

**A.** As part of the annual rent review we have calculated your new rent amount in accordance with Government rules for setting social housing rent rates. Under these rules, social housing rents will increase by the CPI (Consumer Price Index) of September 2021, which was 3.1% plus an additional 1%.

This means that from 4 April 2022 your new rent (before any applicable reductions for Housing Benefit) will be 2.6% higher than the current rent for your home.

**Q. How does Westminster City Council use the income collected from my rent?**

**A.** We use the income to:

- Improve our customer service and the management of our estates, which includes keeping them clean, safe and welcoming
- Meet our investment plans to ensure the housing stock is maintained to the highest modern standards
- Regenerate and transform estates which are most in need of investment
- Build affordable new homes to meet local housing need.

**Q. How does this affect my service charges?**

**A.** Your individual service charges are not affected by the 4.1% increase in rent. Services charges are calculated based on the cost of providing the services you receive.

**Q. How will this affect weekly communal heating and / or hot water charges and weekly Cyclo-Control electricity charges (if applicable to my home)?**

**A.** The last annual review of the communal heating and/or hot water charges and Cyclo-Control electricity charges was in March 2022. Following legislation, we are rolling-out a new system where residents are charged only for the energy they use, based on new (smart) meters which measure each block or flat's consumption. We will contact you if you fall into this category and you will receive at least 12 months' notice before any changes are made to your estimated charges.



**Q. How will my Housing Benefit be affected?**

- A.** If you currently receive Housing Benefit, the amount you receive will automatically be adjusted to consider the new rent amount and charges. You will need to pay for any increase to charges, such as heating costs, which are not eligible for Housing Benefit.

**Q. What if I am currently receiving Universal Credit?**

- A.** You will need to notify the Department of Work and Pensions of your new rent and charges. Our income services team will be contacting you shortly to support you through the process.

If you have only recently begun receiving Universal Credit, please inform your local income advisor so that we can make sure you are on our list of people to contact. Contact us on 0800 358 3783 or email [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk).

If you need to contact the Department of Work and Pensions to discuss your claim for Universal Credit, you can telephone them on 0800 328 5644 (Monday to Friday, 8am to 6pm).

<https://www.gov.uk/universal-credit/contact-universal-credit>

**Q. What can I do if I am struggling to pay my weekly charges?**

- A.** If you are finding it difficult to pay your rent please contact your local income advisor immediately. We will support you and discuss options, such as an agreement to pay off rent arrears over a period of time. Please call us on 0800 358 3783 or email [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk) to speak to an income advisor.

**Q. What other help is available?**

- A.** We work with our partner agency, Westminster Citizens Advice, which offer independent debt and welfare benefit advice to tenants. Your local income advisor can make an appointment for you to get help with prioritising debt repayments and check if you are eligible for any additional financial support.

You can also call the following for advice:

- Citizens Advice Westminster - Advice Line 0808 278 7834  
<https://www.westminstercab.org.uk/advice/online-enquiry/>
- National Debtline - Freephone 0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

**Q. How can I keep informed of the latest news and get involved in the service?**

**A.** Our fortnightly e-newsletter YourHome and quarterly magazine provides the latest news and information to tenants and lessees. You can also visit our website [www.westminster.gov.uk/yourhousing/](http://www.westminster.gov.uk/yourhousing/) or follow us on Twitter <https://twitter.com/citywestminster>



**Q. Can you offer any help and support with rising energy costs?**

**A.** With energy prices set to increase across the country, we know that many people will be worried about rising expenses and we want to provide as much support as possible to our residents.

A range of support and guidance is available if you're struggling with your energy bills, concerned about rising energy prices, or would like further information on how you can cut your energy use at home.

Click the link below or scan the QR code with your phone for more information.



[www.westminster.gov.uk/housing/help-and-support-rising-energy-costs](http://www.westminster.gov.uk/housing/help-and-support-rising-energy-costs)

**Contact us**

If you have any queries in relation to your rent and service charges, or any other housing matter please contact us :

**Telephone: 0800 358 3783 (freephone)**

**Email: [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)**