



Your Rent



west
north
west
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • កម្ពុជា • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، فقم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاوسنگ اوفیس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دتەویتت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورد یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکریت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەردی ناوچەکتەوه (نییبه‌رهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆراییی ئەو کارەت بۆ ددەکن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብጅንጅቲ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ፊን ጽሑፍ) እንተደለኹ፣ ነቲ ናይ ኣካባቢኹ ናይ ኣባይቲ ቢትድሕራት ደውሰሱም፣ ነዚ ብነጻ ክገብሩልኻ ኢኖም።

Urdu / اردو

اگر آپ کو تحریر یا آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکارہ دستاویزہ اکرم ہے، پھر بلا ہنگامہ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

What is this rent information leaflet for?

This leaflet provides clear and consistent advice to all our customers.

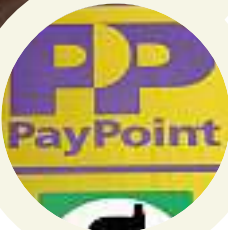
It gives important information about:

- paying your rent
- how we will tackle rent arrears
- what service you can expect from us
- how to make comments or complaints about the service.

Who is the leaflet for?

This information is important if you are:

- about to become a West North West Homes tenant;
- a current West North West Homes tenant;
- a former West North West Homes tenant who still owes rent arrears;
- renting a garage.



Our promise to you

West North West Homes aims to provide affordable housing and services that give good value for money. If you fall behind with paying your rent this can affect the service we provide.

Different ways to pay

We will provide you with the following payment options:

- direct debit
- Girocard for payments at the Post Office and Paypoint outlets
- standing order
- salary deduction for Leeds City Council employees
- debit and credit card payments over the phone on our automated service which is available 24 hours a day, 365 days a year on 0113 395 7100 or by calling us on 0800 915 1113 from 8am till 6pm Monday to Friday
- internet – in the rent payment and arrears section of our website www.wnwhl.org.uk.
- You can also make direct payments through Leeds City Credit Union, telephone 0113 214 5252 for details.

Can housing benefit help you pay your rent?

Housing benefit may help towards paying your rent. It does not matter if you are in work, unemployed or retired, or whether you receive other benefits. You can still make a claim and may get some help.

If you would like further advice or assistance, or an appointment with a benefit advisor, please telephone us on our freephone number or call in to see us at our local neighbourhood housing offices. You can also check your housing benefit entitlement on our website www.wnwhl.org.uk.

West North West Homes will take firm action against customers who get into arrears and do not take steps to sort out the problem. If you do not pay your rent promptly when it is due, you could end up in court and eventually put your home at risk.

Rent arrears

Rent is due on the Monday of each week. If you pay your rent monthly, you should do so in advance and not in arrears.

It is your responsibility to pay your rent and, if you fail to do so, you will fall into arrears. If this happens, you should contact us immediately. Owing arrears may put your home at risk.

How we will help to prevent arrears

We will:

- explain rent accounts clearly to all new customers;
- advise you about what could happen if your rent is not paid;
- arrange an appointment to discuss your account either at our offices or in your home with a trained member of staff;
- discuss issues sympathetically and confidentially;
- advise you on entitlement to welfare and other benefits, and
- provide details of other agencies where you can get independent legal and specialist debt counselling advice.
- We may be able to provide you with support through internal and external support providers.

- We will check your housing benefit entitlement for you in all arrears interviews and help you to complete housing benefit claim forms. This can take place in your home, at your neighbourhood housing office or community venue according to your preference.
- We will offer advice and information on financial services provided by Leeds City Credit Union.
- Upon request, we can provide you with a translator, interpreter, British Sign Language signer or other formats should you require them.

How we will deal with rent arrears once they have arisen

If you fall behind with your rent, we will:

- send a letter to you explaining what you need to do;
- make every effort to contact you in person to discuss your arrears, giving you a named contact and telephone number;
- try to reach you using different contact methods including telephone, visits, text and email;
- try to reach a satisfactory agreement with you to repay any arrears, taking into account your income and expenditure;
- offer to refer you for independent advice if you agree;
- always give warnings, and notice, if we are going start court proceedings;
- ensure advice is always available when legal action is taken;
- pursue any debts until you repay what is owed

using court orders, or warrants for eviction if necessary;

- deduct the whole, or part, of any compensation payments due to you to offset any arrears outstanding.

We will support our vulnerable customers by working with our Tenancy Support Team and our partners to resolve any issues affecting payments before taking legal action.

Remember that rent arrears could affect you in the following ways:

- you could lose your home
- prevent you from being rehoused in the future
- affect your right to buy your home.

Details of the debt will be given to a mortgage company or other housing providers if a reference is requested.



Former tenants arrears

If you are no longer a current West North West Homes tenant but still owe arrears, we will pursue this debt. We may use any of the methods below:

- telephone calls, text messages and email
- letters sent to your new or last known addresses
- contact a family member or your employer if we have details and need to
- external debt collection agencies, who will contact you at your new address
- tracing agents if we do not know your new address
- enforce existing county court judgments by making deductions from your earnings or asking a bailiff to visit.

Your debt will be pursued until it is cleared.

Please remember that unpaid rent arrears could prevent you from being re-housed by all ALMOs in Leeds in the future.

What we will measure and report to you

The following are the service standards we will measure our service against. We will:

- give you 4 weeks notice in writing if there are any increases to the rent;
- send you rent statements at least 4 times a year;
- offer you a range of methods to pay your rent;
- if you pay by direct debit, offer you 2 dates a month or a weekly direct debit;

- review all our standard letters on a yearly basis with our customers;
- provide you with quarterly feedback on what we spend your rent and service charges on.

We do update our customers on how we are performing against our targets and this information can be found in our quarterly newsletter and on our website.

How the council sets your rent

What has changed and how does it affect me?

To make sure everyone is treated fairly the Government has decided that local authorities and other registered social landlords need to work out their rent charges in the same way.

From 1 April 2002, your rent has been based on:

- average wages in the area
- property values in the area
- the number of bedrooms.

Even though these changes are in place, it will take until 2012 to reach everyone. So this means that two tenants living in identical houses on the same estate should be paying the same rent, whether the landlord is a local authority or a registered social landlord.

Will I pay the same rent wherever I live in the UK?

No, the local earnings element of the rent calculations compares the average manual wage in West Yorkshire with wages elsewhere in the country. So in Leeds it will be lower than those in London.

Does it make a difference if I have three bedrooms than it would if I had two?

Yes, the number of bedrooms in your home is also used to calculate the rent. The more bedrooms there are, the more the rent will be.

Will my rent go up more if I have had a new kitchen?

Not necessarily. In many areas improved and un-improved homes have the same value. This is because the main factor affecting value is the location of a property.

Why am I paying more rent than my neighbour?

Your neighbour's property may be of a different type affecting the value of the home. It may have a different number of bedrooms. For example, an end-terrace house may have a different value than a mid-terrace one.

A friend of mine lives across town but in an identical property to mine but I pay more, why?

The rent of the property is affected by location so different areas will have different amounts of rent.

What if my rent goes up to an amount which I cannot afford?

Local authorities can only change rent by + / - 5%. Rents might vary depending on whether the property has been modernised or not, or there may be other issues that need to be looked at.

You should contact us as soon as you experience any problems with your rent. We will work together to

sort the problem out. We have supporting agencies that specialise in debt problems. They can help you manage and maintain your finances free of charge.

If my rent goes up will my housing benefit do the same?

Yes, if you are on full benefit then this will cover your full rent. If you are on part benefit, the amount of benefit will change depending on how much your rent goes up and down.

I do not get any housing benefit, can I claim?

You can get advice and information from your local neighbourhood housing office and on our website. Millions of pounds go unclaimed each year, so even if you are working it is worth finding out and making a claim.

Where do I come for advice and information?

You can contact us on our freephone or visit any of our local neighbourhood housing offices.



If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:

wnwhl.enquiries@wnwhl.org.uk

www.wnwhl.org.uk



Visit us at:

Neighbourhood Housing
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX

