



Fact Sheet

Rent payments

Your rent is due every Monday. If you want to make payments at monthly or fortnightly intervals you will have to pay the full amount in advance.

You can choose one of the following methods to pay your rent and other charges:

- **Through your bank by Direct Debit or standing order.** If you have a bank or building society account this is the most convenient way to pay. It can be paid monthly direct to the Council. Please contact your local office for the necessary form.
- **Online.** You can make a payment online with a debit card. Go to www.stlegerhomes.co.uk.
- **By visiting one of our local cash offices.** There are cash desks at most local offices and Colonnades on Duke Street, Doncaster. You can pay with cash, by cheque or using a debit card, for example, Switch or Delta. You need to take your rent payment card with you. If you forget it you can still pay and we will give you a receipt.
- **By phone.** If you have a debit card, such as Maestro or Delta, you can phone the Payment Line on 0845 1305 910 and choose option three. The line is open 24 hours a day, seven days a week. You need to give your rent account number when you call. You can also phone your local cash office.
- **By post.** Send a cheque or postal order to any local office together with your rent account number. Do not send cash. Allow three days for your payment to reach us. Please note that from 14 February 2011 if any payments are received by St. Leger Homes through the post, a receipt will only be sent out if it is accompanied by a stamped, self addressed envelope.
- **Taken straight from your wages.** If you are employed by Doncaster Council or St. Leger Homes, you can have your rent taken from your wages or salary before you are paid.
- **At any Post Office.** You can pay with cash or by cheque. You must take your rent payment card with you.
- **At any shop or garage that displays the Payzone sign.** You can pay by cash or debit card. You must take your rent payment card with you and obtain a receipt in case of queries.

If you claim Housing Benefit it will be paid direct to us. If your Housing Benefit does not cover the full amount of rent, you still need to pay us the difference. Housing Benefit will not pay for certain elements of your rent, for example, district heating or Home Contents Insurance. You will need to pay these yourself.

Please note that all cheques or postal orders should be crossed and made payable to Doncaster Metropolitan Borough Council. If you are paying at a Post Office, please make cheques payable to The Post Office Ltd. Write your name, address and tenant rent account number on the back.

What does my rent include?

Your weekly rent covers the cost of providing your home and our services including repairs and maintenance, lettings, rent recovery and estate management. We will inform you if your rent increases, rent charges are normally reviewed once a year. If your rent does increase we will write to inform you of the changes at least four weeks before the new amount needs to be paid.

Your Council Tax is a separate payment to your rent. You can pay it to the Council in the most of the same ways as your rent – currently DMBC do not have swipe cards so you cannot pay at Payzone outlets. If you are on a low income, you can claim for help with this as well as your rent.

Your water rates are also a separate payment but can be paid at your local cash office.

How much rent do I pay?

We will send you a letter in March every year. This will tell you how much your rent will be from the first Monday in April. If there is an increase in your rent, the letter will show how the new rent has been calculated. You should check this carefully and let us know if you think the charges are incorrect. The amount you must pay is based on things such as the type and size of the property you live in. If you live in a flat your rent will cover the cost of looking after common areas and facilities. If you have district heating, the charge will also be shown in the letter and can be paid at the same time as your rent.

If you receive the warden service or your home is connected to the Council's Community Alarm Service. You pay these additional charges at the same time as your rent. If you are entitled to Housing Benefit, the council will pay this charge for you.

If you would like more detailed information on how your rent is calculated, we have a separate leaflet on this. If you would like to request a leaflet please contact your local St Leger Homes office.

How do I pay my rent and how often?

Your rent is due every Monday of the year. There are 4 weeks in the year when you don't have to make payments unless you are in arrears. This means you will pay rent for 48 weeks or 49 weeks of the year. You may be able to claim benefits which will help with your rent and Council Tax.

How do I keep track of my payments?

If you make a payment in person we will give you a receipt. Keep receipts safe and always check that the amount entered is correct. If you pay by Direct Debit, standing order or using a debit card you should check your bank statement when you receive it to be sure it is correct.

For further information contact

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