

‘Rent-free’ weeks are stopping

Here’s how it
might affect you

settle.

From April we'll charge rent in every week of the year.

It means your weekly charge will be slightly less - but there won't be any 'rent-free weeks'.

How we charge rent now

We take the total annual rent and divide it by 50 weeks.

We don't apply a charge to your rent account for a week in December and March.

These two weeks are sometimes called 'rent free weeks' although their amount has already been included in your total annual rent.

What we'll do from April

From April this year (2019) we're going to charge rent in every week of the year.

If you pay by Direct Debit, your weekly or monthly payments will carry on as usual.

We're here to help

Take a look at the frequently asked questions opposite and if you have any further questions, please call us on

0330 343 0016.

Frequently asked questions

- **I pay by Direct Debit – does this affect me?**

No. Direct Debits are paid weekly or monthly so that won't change. We'll recalculate your payments at the end of March and write to you separately with your new Direct Debit amounts.

- **Are you charging me more?**

No. We're just spreading the rent equally over every week of the year.

- **Does this apply to my other charges like heating or service charges?**

Yes. We're spreading all charges equally over every week of the year.

- **Will this affect my Housing Benefit payment?**

No. Housing Benefit is paid by your local council and is not affected.

- **Will this affect my Universal Credit payment?**

Yes. It will support you by helping to keep your payments consistent as the Department for Work and Pensions can see a rent charge in every week of the year.

- **Will I still get my 'rent-free' week in March?**

Yes. We'll charge rent every week from April, so your last 'rent-free' week will be in March 2019.



Ways to contact us:

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