

Residential Tenancy Agreement  
PART 1 – Set out  
of the residential premises  
Fortnightly payment  
from 18.04.04  
www.aschamhomes.co.uk



# How to pay your rent

your payment.

## Pay By Internet

Log-on to www

Click 'RESIDENTIAL SERVICES' on the

'Pay Rent'

Enter your

Enter your 4-digit access ID.  
This is set as your year of birth by  
Eg: If you were born in 1969, your PIN is 69

This can be changed when desired.

Enter the amount you wish to pay in dollars and cents.  
Eg: \$360.00

Service Standard

# Paying your rent

## We will:

- Offer a range of payment methods – direct debit, PayPoint, online, deduction from salary/pension, telephone, post, cash and debit card
- Provide you with a login and password to access your rent account online
- Send you a rent statement four times a year
- Give you the option to pay your rent weekly, fortnightly or monthly in advance
- Contact you if you are over three weeks in arrears with your rent
- Keep you informed of any changes to your rent, service charges, heating and water charges
- Check your entitlement to housing benefit and give you information about claiming benefits
- Help you to fill in forms if you find this difficult
- Offer advice and payment plans if you find yourself struggling with rent payments
- Run a rent hotline to discuss your rent account on 020 8531 8097. This operates Monday to Friday from 9.00am to 5.00pm
- Arrange for the Benefits Agency to take money from your benefit and pay it directly to Waltham Forest Council
- Enter you in prize draws twice a year if you have a clear rent account or pay by direct debit
- Take legal action on behalf of Waltham Forest Council to evict tenants who do not pay their rent.

## To help with money matters, we will:

- Provide advice on welfare benefits and managing debt
- Provide you with a free debt advice booklet
- Offer you access to the Citizen Advice Bureau surgeries
- Offer you information on access to low interest credit from Waltham Forest Credit Union
- Give advice about basic bank accounts
- Provide additional support and advice for welfare benefits for vulnerable tenants
- Help and advice on energy saving around the home – in partnership with North East London Energy Efficiency Advice Centre [NELEEAC]
- Provide access to low cost home insurance
- Offer free training workshops for jobseekers in partnership with WorkNet.