

Helping you to pay your rent

Our services

We will give you help and advice so you can pay for your housing while you are in temporary accommodation.

Our promise

- We will give you advice about the benefits you are entitled to and help you to complete your housing benefit form
- We will offer you advice and assistance to help make your rent affordable if you are working or want to find work while you are living in temporary accommodation
- We will work with external support agencies to help you get the right advice and your full entitlement to benefits
- We will set up your rent account within five working days of receiving all documents
- We will close your rent account within five working days of being properly notified that you have left your property. This means that you have returned all the keys for your previous home and have signed a form to say that you have moved out
- We will send you written details of how much to pay, where to pay and different ways you can pay within two days of setting up your account.
- We will send you rent statements every 13 weeks and give you at least four weeks notice if your rent will change

What we can't do

- We will not release any details without your permission or unless there is a legal requirement to do so.

How you can assist us to help you

- Please let us know as soon as possible if you are having problems paying your rent. We may be able to help you by asking other organisations like the Citizens Advice Bureau to help you with debt matters. You should also tell us if there is a change in your family composition or household income.
- Please note, that every year we evict a number of households who do not pay their rent or service charge, or do not give us the information we need to assess their housing benefit claim. Please work with us to prevent this from happening to you.

Find out more

Address: Income Recovery Team,
Strategic & Community Housing Service, Urban Environment,
2nd Floor, Apex House,
820 Seven Sisters Road,
London N15 5PQ

Tel: 020 8489 4375

Fax: 020 8489 4345

Email: ta.income.recovery@haringey.gov.uk