

## Paying your rent and service charge

Your handy guide to  
paying bills for your  
home and applying  
for benefits.



Sussex Housing & Care

## How do I pay rent?

We, Sussex Housing and Care, set rents every year to make sure that there is enough money to manage and maintain our properties.

Payments are due on the first day of every month. We would prefer you to pay by direct debit, but we also accept standing orders or cheques. We send you quarterly rent

statements so you are aware about the balance of your rent account.

Every year your rent will be reviewed and changed. We'll give you at least one months notice before changes take place.





This section applies to sheltered housing residents only.

### What are service charges?

Your service charge pays for the services and facilities that you share with your neighbours.

This covers the maintenance of communal areas, including cleaning, gardening, lifts, heating and electrical costs and the emergency call system.

Your service charge also covers the scheme manager service, including salary, cost of relief cover and utility bills for any residential and office accommodation.

Service charges are reviewed annually at the same time as your rent.

## Taxes and benefits

You are responsible for paying any local authority taxes for your property, applying for benefits, and notifying the council if your circumstances change.

If your benefit payments change, please let us know.





## How can we support you?

If you have difficulties in paying your rent, the most important thing to do is to talk to us.

We can answer your questions and help your situation. Please contact your scheme manager, or our Seaford office on 0845 402 3702 to ask them for support.

We can help you to prioritise your bill payments and get the benefits you are entitled to.

Scheme managers can also help you to fill out forms to claim benefits you are entitled to, and talk to the benefits office on your behalf.

You may be eligible to receive Pension Credit, and we can help you to apply for this. Pension Credit will top up your weekly pension income to a guaranteed minimum level.

For more information and advice on your finances you can also get help from Shelter and Age UK, and your local Citizens Advice Bureau.

It is a good idea to arrange a power of attorney so that a friend or relative can become involved in your financial agreement with us.





## What happens if I don't pay my rent?

We ask that you contact us immediately if you begin to experience difficulties with paying your bills.

The earlier you talk to us about the situation, the easier it will be to agree on an affordable repayment plan.

Please be aware that you may lose your home if you continually fail to pay your bills.

You can trust us with your information. We never keep financial details on file for longer than we need to, and we destroy confidential documents in a safe manner.

## For more information

please contact us on  
0845 402 3702 or email  
[office@sussexhousing.org.uk](mailto:office@sussexhousing.org.uk)

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