



Rent changes FAQs Spring 2019

Your rent is changing from Monday 1 April 2019.

Did you know 2019-20 is a 53 week accounting year?

This year there are 53 x Mondays from 1 April 2019-31 March 2020. So the amount you pay will need to change.

Please act now to change your payments to Colne Housing

1. Standing Order payments

You need to notify your bank or building society of the new charges.

2. Direct Debit payments

We will change your Direct Debit to the new amount by contacting Allpay with the new amount payable. You will receive a letter from Allpay advising you of the new amount to be taken from your bank or building society account.

3. Claiming Universal Credit?

If you are claiming Universal Credit, please go to your journal and click on "tell us about a change" input the total charges £ on the rent notification letter.

If you want to please feel free to take a photo of the letter and upload a copy to your journal too.

4. Claiming Housing Benefit from the Council?

If you are in receipt of Housing Benefit and this is paid to Colne as the landlord, we will notify your Local Authority about the changes to your rent.

You should receive confirmation from the Council that Housing Benefit has changed, please contact the Council directly if you don't receive a letter from them or if you are uncertain about the impact on your Benefits.

5. If you have rent debts (arrears)?

If you have a repayment agreement with Colne to reduce the arrears please continue to pay at the agreed rate to reduce your debt.

If you are behind with your rent we can offer repayment by instalments please contact us to arrange a payment plan?

If you are under a Court Order to repay the arrears you must comply with the terms of the Order or you may be at risk of losing your home.

6. If you are a home owner or shared owner?

Your charges for services and rent are changing each month from 1st April 2019. The amount of rent will vary depending on the proportion of the property that you own. You do need to amend your payment to Colne to reflect the increase in charges.

7. If you live in Housing For Older People (Sheltered accommodation)?

Please note further details about your service charges and support charges will follow

8. If you live in Supported Housing?

Please contact your House Manager, Court Appointee, advocate or carer who deal with your financial affairs

9. Need a little extra help or advice about the rent changes?

Please contact our customer service centre who are happy to help with enquiries.

Telephone: 01206 244700 press option 4
Email: customerservices@colnehousing.co.uk

Our phone lines/ email replies may be busy as our customers receive their rent letters on 1st March please bear with us.