

Checking your rent account

You can also check your rent account balance and payments made by using our rent and repairs online system. For further information and to register for the service please go to www.lambeth.gov.uk

There is an incentive for paying your rent. If you have maintained a clear rent account during the previous financial year, you will be entered into a prize draw to have either a room of your choice decorated or £150.00 decorations allowance. Please contact the office for further details.

Ways to contact us:

Blenheim Gardens RMO
24 Prague Place
London SW2 5ED

Phone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: blenheimgardens@lambeth.gov.uk

If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158*

Twí: *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba fẹ imoràn yií, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



Blenheim Gardens RMO Guidance Leaflet

Rent charges explained

in partnership with



You are responsible for making sure that any costs related to living in your home are paid on time.

Rent

Rent is the money you pay to Lambeth Council to live as a tenant in your council home. All rent payments are due in advance. If you pay monthly, this is also done in advance.

How your rent is calculated

All social landlords across the country set their rents using a single formula. This is called rent restructuring. The formula sets rent levels based on the value of the property, the number of bedrooms and local earnings.

What your rent money pays for

The money we receive is used to look after your home. We are not allowed to spend the money we receive as rent on anything else. If tenants do not pay their rent, we cannot make day-to-day repairs on properties or provide services such as dealing with anti-social behaviour and keeping neighbourhoods clean.

Changes to your rent

The amount of rent charged for your property is usually reviewed at the beginning of each year with any change starting in April. The council will tell you at least four weeks before your rent is going to change.

Rent arrears

Rent arrears are what you owe in unpaid rent caused by late or missed or part payment of rent. If you have rent arrears you run the risk of losing your home.

Other charges

You also have to pay some charges, such as heating and your water rates. (These are not covered by Housing Benefit.)

Rechargeable repairs are raised when a tenant requests a repair which is not the responsibility of your TMO. For example, if a tenant locks themselves out and a new lock needs to be fitted or a tenant leaves rubbish to be cleared from a property they have left. An estimate will be sent to you followed by a final repair bill. As with all debts it may be possible to pay your bill by instalments. Please see the guidance leaflet "Your right to repair and recharges for repairs".

Paying your rent

You can choose to pay your rent using any of the methods below:

- Online using our online payment service please visit our website on **www.bgrmo.org.uk** or **www.lambeth.gov.uk**
- By using our 24-hour telephone hotline **0845 3000 328**.
- Swipe card at the post office or at any retailer displaying the PayPoint sign.
- Direct Debit. **Payment must be monthly in advance**. If you sign up to pay by direct debit for 12 months you will be entered into a prize draw, with the chance to win £100.00. To register or find out more call **Lambeth Service Centre on 020 7926 8894**.
- Standing Order through your bank or building society. You can request a standing order form by calling **Blenheim Gardens RMO office on 020 7926 0158**. There is a £10.00 incentive if you choose to pay by standing order.
- By Post cheques and money orders should be made payable to 'London Borough of Lambeth' and sent to **Lambeth Revenue Service, PO Box 22003, London SW2 1WS**. Please write your rent account number on the back of the cheque or money order. **Please do not send cash through the post**.
- In person at the cashier's office at: **Olive Morris House, Cashiers Office, 18 Brixton Hill, London SW2 1RL**. Open Monday to Friday 09.00 – 16.15.