

Paying your rent

When to pay your rent

You must pay at least one week's rent before your tenancy starts as your rent is due one week in advance. After that you should pay your rent every week in advance.

If you do not move into your new home at the very start of your tenancy, you still have to pay your rent (and you may have to pay rent on two homes).

If you are on a low income, you might qualify for Housing Benefit or Universal Credit to help you pay your rent. You should make any claim as soon as possible after signing your tenancy agreement as you may lose out if you delay.

It is always your responsibility to make sure that your rent is paid in full and on time.

Rent Payment Number

You need your rent payment number when you pay your rent to make sure that payments go directly to your rent account. You can find your rent payment number on rent statements and letters from your Rent Officer.

How to pay your rent

Direct Debit

If you would like to pay your rent by Direct Debit, contact Access Harrow on 020 8901 2630 for a form. We arrange for your bank to pay the rent every month on the 4th, 18th or 25th of each month. We will let you and your bank know if there is a change to the amount you have to pay.

On-line

You can pay your rent through the Council's website at www.harrow.gov.uk. Click the 'online payments' button.

Telephone

Phone 020 8424 1220 to pay your rent by debit or credit card using the automated payment line.

Internet banking

You can pay through your own bank account if you do on-line banking.

Civic Centre payment kiosk

There is a payment kiosk in the main reception area of the Civic Centre. You can pay your rent by cash, debit or credit card at the payment kiosk which is open Monday – Friday from 8.30am to 7.00pm.

Standing order

If you would like to pay your rent by Standing Order, give the council's bank details and your rent payment number to your bank. You must tell your bank the amount to pay and the frequency of payment, for example, weekly or monthly

If you pay by standing order, you must remember to tell your bank if the amount of rent you have to pay goes up or down.

Harrow Council's bank details

Bank name	Natwest Bank
Address	315 Station Road, Harrow
Sort code	60-10-10
Account number	19245025

QR code

There's a QR code on all letters about your rent. Install a QR code reader on your mobile phone and then hover over the code on the letter and it will take you directly to the web page to pay your rent using your mobile.



What happens if you get into rent arrears?

If you fall behind with your rent, you must contact your Rent Officer immediately so that you can make an arrangement to pay anything you owe.

Having rent arrears is very serious and if you don't pay your rent or keep to a repayment arrangement, your Rent Officer will start legal proceedings to evict you from your home.

If you are an **introductory tenant**, and you have rent arrears, there are very few circumstances where a court will not agree to an eviction.

Do not ignore letters from the housing department, your rent arrears will not just go away.

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