



Factsheet 6: Your rent

Great Places Housing Group is a non-profit making organisation and the rent you pay is used to provide services for residents, including maintaining our homes. Rents are set by us and reviewed every April. The government regulates the way rents are set to make sure they remain reasonable.

Your rent is due weekly in advance.

Service charges

Some residents pay a service charge which is included in their rent total. This covers things such as cleaning, lighting and gardening of communal areas.

Ways you can pay your rent

Did you know that there are several different ways you can pay your rent - you can pay by direct debit, on the internet, over the telephone or at a post office, local shops using a payment card.

If you have any questions contact your local Great Places office who will be happy to discuss ways you can pay your rent.

Housing benefit

You may be able to claim housing benefit to pay all or part of your rent. This will depend on your income, family circumstances and the amount of rent on your home. When you sign your tenancy agreement, your neighbourhood co-ordinator will check to see if you may be entitled to housing benefit.

It is your responsibility to claim housing benefit and you must do this by completing the relevant form and returning it to the benefits office or by making an online claim.

Your neighbourhood co-ordinator will give you advice on how to make a claim in your area, and the evidence that you will need to

supply to support your claim. Housing benefit is normally paid every four weeks for the previous four week period.

Your housing benefit claim may need to be renewed at least once a year so you need to check this. It is also important that you tell your neighbourhood co-ordinator and housing benefit if your circumstances change. For example, any changes in your household income, people living in your home, or children turning 18 may affect the amount of benefit you receive.

You are responsible for any arrears arising because of unclaimed housing benefit, late claims or overpayments which housing benefit will ask you to pay back. If you need help making a housing benefit claim please contact us.





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