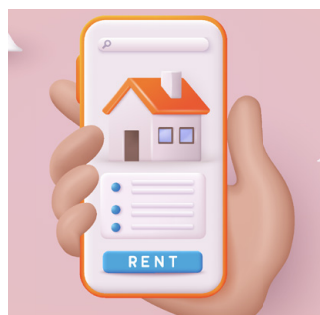




Paying your rent

A landlord services information leaflet



CITY OF
Lincoln
COUNCIL

Together, let's deliver
Lincoln's ambitious future



Paying your rent

We offer a range of rent payment methods, listed below, that apply to both your house and garage rents. If you struggle to make your regular payments, get in touch with one of our specially trained members of staff.

By direct debit

- If you have a bank account, this is a simple method.
- You can choose from one of the five dates to pay – 2nd, 8th, 15th, 22nd or 28th of the month.
- With a direct debit you don't have to adjust it or notify the bank of any changes to your rent account – we do this for you.
- We will always give you at least 10 working days' notice in writing of any change to the amount you have to pay, and you are protected by the Direct Debit guarantee;
- All you have to do is ensure enough money is in your account on the requested payment date. If your payment date falls on a weekend or bank holiday, the payment will take from your account the next working day.

Online

- By credit or debit card at any time.
- Visit www.lincoln.gov.uk/pay-for-it and select 'pay your housing rent'
- You will need your rent reference number to do this. You can find this in your tenancy agreement or on rent statements we send you.

Automated telephone payment

- Payments can be made 24 hours a day, seven days a week and 52 weeks a year.
- will need a touchtone telephone, your rent account reference number and a debit or credit card.

Just call the automated payment line on 01522 873666 and you will be led through a series of simple prompts. When paying use * in place of the / when inputting your rent reference. For example: 00000000*01 instead of 00000000/01. The call will prompt you to do this.

Calls are charged at a local rate and your rent account will be credited in two to three working days.

By standing order

- You can set up a standing order with your bank to pay rent to us.
- This would be at an amount, frequency, and date of your choosing*
- You will have to amend the order yourself with your bank for any increase/decrease to payments or changes to the frequency or date of payments.
- To set up a standing order you will need our bank details below:

Bank account: City of Lincoln Council
Sort code: 30-95-05
Account number: 00214663
Payment reference: Your rent reference number

*You must ensure your standing order is enough to cover your rent. If in doubt speak to customer services or your housing officer to see how much you need to pay.

At a bank

- By cash or cheque but you may have to pay a fee to the bank
- You may pay cash or cheque at any bank by completing a bank form but please make sure you quote the following details: -

Bank account: City of Lincoln Council

Sort code: 30-95-05

Account number: 00214663

Payment reference: Your rent reference number

At a “PayPoint” facility

- You can pay your rent at any outlet displaying the “PayPoint” sign;
- You can pay by cash, but you will need to show a rent payment card;
- You will not be charged a fee for using this card.

Rent payment card request

If you are unable to pay by any of the above methods, contact customer services to discuss the possibility of a rent payment card.

Your security

All web and automated telephone payment line transactions are dealt with by third party payment providers who are fully compliant with all requirements to keep your card details safe and secure. Your safety and security in making all types of payment is our utmost priority and we are fully compliant with all standards to ensure this is upheld.

Signposting and support

Get in touch

If you're having difficulty paying your rent then help us to help you; contact customer services, or your housing officer immediately. We can help you sort out your rent account before the arrears get out of control.

If you have already arranged to repay arrears and your circumstances change so that you are unable to keep up with that arrangement, contact us immediately.

Above all keep in touch so that we can help; don't stop paying.

Other organisations/people that can help

Department of Work and Pensions (DWP)

City Hall

Orchard Street

Lincoln

LN1 1YZ

Tel: 0345 604 3719 or 0800 169 0190

Citizens' Advice Bureau

City Hall

Orchard Street

Lincoln

LN1 1YZ

Tel: 0344 411 1444

City of Lincoln Council's welfare advice team

This is a team of experienced advisers who give comprehensive and confidential advice on all benefits, tax credits, grants, loans and discretionary payments.

Telephone: 01522 873382 or email welfare@lincoln.gov.uk

Not paying your rent could lead to you losing your home

Obtaining copies in alternative formats

The City of Lincoln Council is passionate about promoting equality and diversity. If you have difficulty in understanding anything in this document, please call us on 01522 873333, or email us at customer.services@lincoln.gov.uk, where we can call in an interpreter for you.

Bangla

ইকোয়ালিটি এন্ড ডাইভার্সিটির (সমতা ও বৈচিত্র্যের) অগ্রগতি করতে এই সিটি অভ লিন্কন কাউন্সিল প্রবল ভাবে উৎসাহী। এই নথিতে কোন কিছু বুঝতে আপনার অসুবিধা হলে, দয়া করে 01522 881188, নম্বরে আমাদের কল করবেন অথবা customer.services@lincoln.gov.uk, ঠিকানায় আমাদের ইমেইল করবেন যে ক্ষেত্রে আপনার জন্য আমরা একজন দোভাষীকে ডেকে আনতে পারব।

Bulgarian

Община Линкълн изключително много държи да насърчава равенството и разнообразието. Ако се затруднявате да разберете нещо в този документ, моля, обадете ни се на номер 01522 881188 или ни изпратете имейл на customer.services@lincoln.gov.uk, където можем да Ви свържем с преводач.

Chinese (Simplified, PRC)

林肯市议会 (the City of Lincoln Council) 热衷于促进平等与多样性。如果您难以理解本文档中的任何内容, 请致电01522 881188与我们联系, 或发送电子邮件 customer.services@lincoln.gov.uk, 我们可以为您提供翻译服务。

If you would like this information in an alternative format, for example enlarged print or electronically, please contact us on 01522 873333 or email customer.services@lincoln.gov.uk.

Lithuanian

Linkolno savivaldybė aistringai skatina lygybę ir įvairovę. Jei jums sunku suprasti tai, kas parašyta šiame dokumente skambinkite mums 01522 881188 arba rašykite el. paštu customer.services@lincoln.gov.uk ir mes galėsime jums suorganizuoti vertėją.

Polish

Radzie Miasta Lincoln zależy na promowaniu równości i różnorodności. Jeżeli mają Państwo trudności ze zrozumieniem treści zawartych w niniejszym dokumencie, prosimy skontaktować się z nami pod numerem telefonu 01522 881188 lub wysyłając e-maila na adres customer.services@lincoln.gov.uk, w ten sposób będziemy w stanie zamówić usługi tłumaczeniowe dla Państwa.

Romanian

Consiliul oraşului Lincoln este pasionat de promovarea egalităţii şi a diversităţii. În cazul în care întâmpinaţi dificultăţi în a înţelege ceva din acest document, vă rugăm să ne sunaţi la 01522 881188 sau să ne trimiteţi un e-mail la customer.services@lincoln.gov.uk, şi vă putem chema un interpret.

Russian

Городской совет г. Линкольн пропагандирует принципы равенства и культурного разнообразия. Если Вы не уверены, что можете прочитать и понять данный документ или его части, убедительная просьба позвонить нам по телефону 01522 881188 или написать по адресу customer.services@lincoln.gov.uk. Мы запросим для Вас услуги переводчика.

Further information

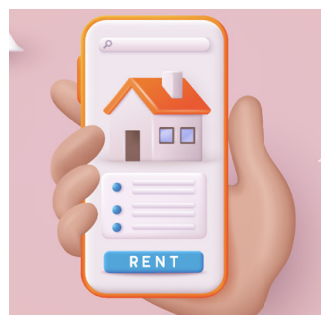
If you have any comments on what you have read in this guide, or any service that you receive from the city of Lincoln council, please let us know. Equally, we are interested in any suggestions that you have on how to make this a more user-friendly document.

Website: www.lincoln.gov.uk

Email: customer.services@lincoln.gov.uk

Telephone: 01522 873333

Write to: Directorate of Housing and Investment
City of Lincoln Council,
City Hall,
Beaumont Fee,
Lincoln,
LN1 1DE



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