

Terms and conditions

Rent accounts with arrears will be set up on Direct Debit in line with the terms and conditions set out below.

- 1. The facility to set up a Direct Debit with rent arrears is administered by Housing Direct Debit Team, Place Directorate, Harbour Buildings, Waterfront West, Brierley Hill, West Midlands, DY5 1LN**
- 2. The tenant will need to quote the reference number from the promotional leaflet when setting up their Direct Debit**
- 3. The account must be a current rent account for dwellings**
- 4. The tenant must have a suitable bank account**
- 5. There must be no eviction pending on the current rent account**
- 6. Existing Direct Debit payers are also eligible to request arrears apportionment**
- 7. The account must be 10 weeks or less in arrears at the point of first Direct Debit payment**
- 8. This excludes tenants who have previously paid by Direct Debit in the last 12 months, have defaulted and subsequently been cancelled due to non payment**
- 9. Arrears (at application date) will be apportioned up to a maximum of 12 months. The period of apportionment will be decided by the Housing Direct Debit Team**
- 10. If the Direct Debit ends the arrears apportionment will cease and any arrangement to repay arrears should be discussed with your Arrears Officer**
- 11. The apportionment of arrears is at the discretion of the Housing Direct Debit Team and will depend on the level of arrears and particular tenant circumstances**
- 12. This offer can be withdrawn to new applicants at any point by the Housing Direct Debit Team. Tenants already set up on Direct Debit with apportioned arrears will not be affected**
- 13. Whilst the tenant is maintaining their Direct Debit repayments no arrears correspondence will be issued. This ceases when a Direct Debit payment is not made**
- 14. If an account has a court order the Direct Debit must be set up in line with the court order.**