

Rent Calendar 2019-2020



Week No.	Date	Payment	Receipt Reference
	April		
1	1		
2	8		
3	15		
4	22		
5	29		
	May		
6	6		
7	13		
8	20		
9	27		
	June		
10	3		
11	10		
12	17		
13	24		

Week No.	Date	Payment	Receipt Reference
	July		
14	1		
15	8		
16	15		
17	22		
18	29		
	Aug		
19	5		
20	12		
21	19		
22	26		
	Sept		
23	2		
24	9		
25	16		
26	23		
27	30		

FOLD

FOLD

Week No.	Date	Payment	Receipt Reference
	Oct		
28	7		
29	14		
30	21		
31	28		
	Nov		
32	4		
33	11		
34	18		
35	25		
	Dec		
36	2		
37	9		
38	16		
39	23		
40	30		

Week No.	Date	Payment	Receipt Reference
	Jan		
41	6		
42	13		
43	20		
44	27		
	Feb		
45	3		
46	10		
47	17		
48	24		
	Mar		
49	2		
50	9		
51	16		
52	23		
53	30		

Rent payments fall due on Mondays.
Failure to pay your rent could result in you losing your home.

Rent and Benefit Changes

Rent Decrease

In July 2015, the Chancellor announced that from April 2016, all social housing rents would be reduced by 1% annually for four years.

You will see the reduction in your rent on your rent notification letter.

Benefit Cap

Benefit Cap has been with us for some time but new cap levels were introduced in November 2016. Families are now allowed to have total weekly benefits (including housing benefit) of £384.62 per week and single people £257.69 per week.

If you are in receipt of housing benefit, the cap will only be applied to your housing benefit award.

If you are in receipt of Universal Credit, the money you receive each month will reduce to the level of the cap. You will be required to make your rent payments from your existing benefit.

Reporting Housing Fraud

If Council property is being occupied or used fraudulently, then these homes are not available to the people who need them most. If you are suspicious of housing fraud, please report it. You do not have to give your name or address and your information will be treated in confidence.

Rent Information

Universal Credit

Universal Credit replaces previous benefits such as Job Seekers Allowance, Housing Benefit, Child Tax Credit, Working Tax Credit, Income Support and Income based Employment & Support Allowance.

If you make a new claim for Universal Credit, you must advise the Department of Work and Pensions that you are responsible for paying your rent. This will ensure they include both your personal entitlement and housing element into the benefit calculation.

Universal Credit is paid monthly in arrears. If you previously received Housing Benefit, this will continue to be paid for the first two weeks. You may request an advance payment from DWP but please remember that you must pay the housing element to Dudley Council to cover your rent due.

View your Rent account online through



You can:

- Make payments,
- View your balance
- Update your contact details.

Register by visiting dudley.gov.uk and enter "eHousing" in the search facility.

Key Contacts

Rent Arrears Team	01384 811689
Direct Debit Team (rent, garage and insurance)	01384 815024
Home Contents Insurance	01384 815051
Dudley Council Plus	0300 555 2345
Council Tax	0300 555 8000
CallPay - Council Payment Line	0300 555 7000
Council Website	www.dudley.gov.uk
Benefits Information	www.dudley.gov.uk/benefits
Citizens Advice	01384 816222 www.citizensadvice.org.uk
National Debt Line	0808 808 4000 www.nationaldebtline.org.uk
Money Advice Service	0300 500 5000 www.moneyadviceservice.org.uk
Universal Credit	0800 328 5644 www.gov.uk/universalcredit
Housing Fraud Hotline	01384 81 4242 hotline@dudley.gov.uk

Struggling to pay?

Most Dudley Council tenants pay their rent on time all year round. If you are struggling to pay, tell your Rent Arrears Officer by calling **01384 811689**, they are here to help.

They can agree affordable repayment plans for you to pay back any arrears. They can also refer you to specialist organisations and teams who can support with any debt issues you may have.

Universal Credit is here. Benefits are changing. If you are claiming Universal Credit, call us to discuss how this affects how you pay your rent.

Discretionary Housing Payment

If you are currently claiming Housing Benefit or Universal Credit (housing element) and there is a shortfall between your benefit payment and your rent, you may be able to claim discretionary housing payments.

Applications will be considered on an individual basis; the scheme supports tenants short term who have genuine financial hardship.

For full details of the scheme and to apply, visit :- dudley.gov.uk and enter "Discretionary Housing Payment" in the search facility.