

Paying your Rent Policy Statement

One Housing are committed to ensuring everyone pays their rent, service charges and any other charges they are responsible for.

Rent and service charges cover the cost of the services we provide and must be paid when they are due.

What you can expect from us:

- Make it easy for you to make payments to us with a wide range of ways to pay.
- Monitor your account and let you know if you are falling behind, by letter, phone and text. Formal communication will be by letter.
- Send you regular rent statements showing payments due, and payments made.
- Encourage you to make up any shortfall to avoid further action.
- Help you claim any benefits you are entitled to.
- Do all we can to avoid you losing your home.

MyOneHousing Portal

You can register on the [MyOneHousing](#) portal to check your rent account, make a payment or set up a direct debit at a time that suits you. MyOneHousing is available 24/7 and is the easier way to keep track of your rent account. To register you will need your tenancy reference number and a valid email to register, we will need your email and date of birth on our system to be able to verify your registration.

If you fall into arrears, we ask that you:

- Contact us so we can help you find a solution.
- Keep to any agreement you make with us to pay and let us know when you are not going to make a payment that we will be expecting you to make.
- Work with our welfare officers to see how they can help you maximise your income.
- Prioritise your rent arrears over any other debts you may have.

We will:

- Provide you with a named income advisor to help you with advice on welfare benefits, debt advice and support into employment.
- Signpost you to specialist services such as the CAB and debt agencies to help you maintain a clear rent account.
- Help you deal with housing benefit, discretionary housing payment and universal credit claims.
- Liaise with the local authority or DWP on your behalf (with your permission)
- Work with you to avoid the need for legal action.
- Meet with you face to face, we can visit you in your home or you can come to our office, whatever is best for you.
- Take legal action against those that won't work with us or keep to arrangements we have made with them.
- Apply for an eviction only as a last resort.

If you have any questions about your rent account you can email us at ask@onehousing.co.uk or call our Income Team on 0300 123 9966. More details about making rent payments are available on our [website](#).