Our approach to rent payments

Your rent amount is shown in your tenancy agreement and is due in advance every Monday if you have a weekly tenancy, or on the first of each month if you have a monthly tenancy. You must pay your rent and any service charges on time or you will risk losing your home.

You may need to pay a charge for services provided to you in your home or in the shared areas of your building. Any service charges that you need to pay are shown in your tenancy agreement and are included in your total rent amount.

What we mean by paying and viewing your rent

Paying by Direct Debit

The easiest way for you to pay your rent is by Direct Debit. You can set up a Direct Debit over the phone with your income officer. Once it has been set up, your rent will be automatically paid from your bank account without you having to do anything. Your rent account will be credited on the same day that the payment leaves your bank account.

Direct Debits are easy to manage as you do not have to tell your bank if your rent or service charges change. They can also help you to budget your weekly and monthly expenses.

If you start to pay your rent by Direct Debit and pay for a minimum of three consecutive months, we will automatically enter you into a quarterly draw to win £250.
Other ways to pay

You can also pay your rent:
- by standing order – contact our customer services team for a form and pass this onto your bank
- by housing benefit – at present these payments are usually paid directly to us by the housing benefit office, but under the new Universal Credit system payments will usually be made to the individual
- by cheque – write your address and tenancy number on the back of the cheque and post it to us.

Housing benefit

If you receive other benefits, work part-time, or have a low income then you may be able to claim housing benefit from your local council to help you pay all or some of your rent (if only part of your rent is paid by housing benefit, you are responsible for paying the difference). The rules about who can claim are complicated but your Octavia income officer will be able to give you advice.

To claim housing benefit you need to complete a housing benefit claim form. You can get a claim form from your local council housing benefit office or your Octavia income officer. You will need to inform the housing benefit office of any change in your circumstances (for example if your income changes, you start a job, or you have a child) and provide them with any paperwork about your claim on time.

Viewing your rent account online

You can register for a secure online account at www.octaviahousing.org.uk to view your rent account at any time.

What you can expect from our service

We send out rent statements four times a year in January, April, July and October. You can view your rent account online at any time and we provide free internet access at our offices.

How to contact us about rent payments

For more information please visit our website octaviahousing.org.uk or contact your income officer on the number at bottom of this fact sheet.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.