

How to contact us

Lambeth Service Centre
PO Box 41091
London SW2 1XZ

housing@lambeth.gov.uk

General enquiries/appointments
020 7926 6000

Leaseholders
020 7926 6700

Vulnerable tenants
020 7926 6270

Emergency repairs
020 7926 6666 any time, day or night

Walk-in service only: Lambeth Contact
Centre, 85-87 Streatham High Road,
London SW16 1PH

Tenant Management Organisation (TMO)

If you live on an estate managed by
a TMO, please contact the local office
or call **020 7926 6000** for details

On-line

You can visit our online Rent and
Repairs Service at
www.lambeth.gov.uk to look at
your rent statement or to report
or check up on the progress of
non-urgent repairs

Spanish

Si desea información en otro idioma,
rogamos nos llame al **020 7926 6660**.

Portuguese

Se desejar esta informação noutra
idioma, favor telefonar para
020 7926 6660.

French

Si vous souhaitez ces informations
dans une autre langue, veuillez nous
contacter au **020 7926 6660**.

Somali

Haddii aad jeceshahay inaad
warbixintan ku heshid luqad kale, fadlan
la xiriir **020 7926 6660**.

If you would like this information in large print, Braille,
audio tape or another language please contact us on
020 7926 6000.

Leaflets on service standards are available for:

- Nuisance and anti-social behaviour
- Investing in your homes
- Resident involvement
- Repairs
- Leasehold and home ownership
- Gas safety
- Empty properties
- Tenancy management
- Customer care
- Looking after your estate

Paying your rent – Service Standards

How and when to pay your rent

Providing clear advice and
information about your rent



Better Homes, Better Value, Better Service

Our commitment to you

Our service standards set out what we will do and how quickly we will do it. These standards are our commitment to you and they explain the level of service you can expect from us. This leaflet contains information on how to give us feedback on our services.

We believe that whatever your race, sex, age, culture, faith, sexuality or disability, you should have access to housing services that meet your needs.

Paying your rent – Service Standards

Your tenancy agreement with Lambeth Housing means that, by law, you must pay your rent regularly and not get into debt. If you pay your rent late, this means that we have less to spend on repairing and improving your home and the area where you live.

We will give you clear information about:

- the amount of rent you will pay each week
- welfare benefits and housing benefits you may be entitled to

You can pay your rent in several ways:

- at any Post Office using your swipe card
- by standing order from your bank or building society straight to your rent account – for details of how to set one up, contact the Lambeth Service Centre on **020 7926 6000**
- at the cash office at Olive Morris House, 18 Brixton Hill, London, SW2 1RL (open Monday to Friday, 9am to 4.15pm)

- in person at the Lambeth Contact Centre, 85-87 Streatham High Road, London, SW16 1PH, Monday, Tuesday, Thursday and Friday, 9.30am-5.30pm, Wednesday 1.30-5.30pm, Saturday 9.30am-1pm
- by post – cheque or postal order only to Lambeth Revenue Services, PO Box 22003, London SW2 1WS
- by phone on **0845 3000 328** (local rates apply), using your credit or debit card. The line will be open from 8.30am to 6.30pm Monday to Friday and from 9am to 1pm on Saturdays
- by 'PP' swipe card - present your swipe card together with your payment at any high street shop or retailer displaying the paypoint 'PP' sign. For more information, please contact the Lambeth Service Centre on **020 7926 6000**
- on the internet - go to the payments page on our website at www.lambeth.gov.uk and follow the payments link

We expect you to pay your rent a week in advance if you pay on a weekly basis, or a month in advance if you pay on a monthly basis. If you wish to pay monthly, please confirm with your Area Housing Office how much you will need to pay. If you fall into debt, we will:

- get in touch with you immediately
- visit you at home if, for a valid reason you cannot come into the office

If you don't pay your rent, we will:

- take legal action against you which may lead to you losing your home
- take away your garage and parking permit
- prevent you from getting a transfer to another property

Difficulties in paying your rent

We recognise that circumstances change and we will do all we can to support you if you are having financial problems.

If you have difficulty in paying your rent, we can help you with:

- an appointment to see your Local Housing Officer
- referral to an independent debt counselling agency
- referral to an independent advice agency
- Housing Benefit claims
- welfare benefit advice
- repayment plans

If you would like a housing benefit claim form, you can phone **0207 6499 311**, or visit or write to Lambeth Benefit Services, Olive Morris House, 18 Brixton Hill, London SW2 1RL.

You can also look at your rent account online at www.lambeth.gov.uk (you will need a PIN number to access this service).

Complaints

If you're not happy with our service, your complaint can help us to improve. Please call our Housing Customer Relations Section on, **020 7926 3497** Monday to Friday 9am-5pm, or write to:

Housing Customer Relations Manager
Lambeth Housing Services
Hambrook House
Porden Road
London SW2 5RW

Email:

DHSCustomerRelations@lambeth.gov.uk

You can also visit our website at:

www.lambeth.gov.uk

Feedback

We also need to know when we get it right – this helps us to keep to the standard of service that you want. If you received a better-than-expected service from a team or a staff member, please tell us, using the details below.