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nceyshktvrai
1 Hillman Street
London
E8 1DY

Income Collection Team
Hackney Service Centre
1 Hillman Street
London, E8 1DY

Telephone: 020 8356 3100

Email: income.services@hackney.gov.uk

Your Reference: XXXXXXXXXX

Our Reference: XXXXXXXX/01

11 January 2022

Dear Mr n egut,

As you have recently missed some rent payments, I am writing to ask whether there is anything we can do to support you during this difficult time.

With the additional cost of supporting our vulnerable residents as well as maintaining existing services to manage our homes and protect our estates for future generations, we are continuing to ask residents to pay their rent wherever they can.

However, we know that the coronavirus pandemic has had a direct impact on many people in Hackney, including financially.

If you are in financial difficulty, please talk to us so that we can take your circumstances into account and ensure you get any help that you are entitled to. You may qualify for some of the other support packages the Council has introduced to help those who are affected by the pandemic.

Rent Arrears £44.27

What you need to do:

Contact us in one of the following ways:

- By telephone on 020 8356 3100
- By email at **income.services@hackney.gov.uk**
- Through a third party such as a family member, friend, carer, or an advice agency such as the Citizen's Advice Bureau. To ensure confidentiality, we will ask for proof that you have given them permission to discuss your account with us.

What will happen next?

If you contact us, it will help us to understand why your account is in arrears. We can help you if you are struggling financially by either telling you about benefits you might be entitled to, referring you for budgeting support or debt advice or making an affordable repayment agreement. We can only help you if you talk to us.

If you don't talk to us, and we can't solve the problem you may receive a Notice of Seeking Possession, which is the first step towards eviction. We want to avoid this.

You can view your rent account and make a payment at any time by visiting our website – www.hackney.gov.uk/rentaccount using your payment reference number shown above.

Yours sincerely,

Credit Controller
London Borough of Hackney

London Borough of Hackney controls all used for the purposes of managing your account. We participate in the National Fraud Initiative and will provide data from your housing records for the prevention and detection of fraud.

Ways To Pay

Payment method	Information
Post Office and Paypoint	Visit any post office or shop bearing the Paypoint symbol. You will need your payment card.
Direct Debit	Call 020 8356 3100 for a form or visit www.hackney.gov.uk
Bank Standing Order	Payable to: London Borough of Hackney Bank: Lloyds Bank PLC Sort code: 30 - 00 - 02 Account number: 00641877 And your 10 digit payment reference
Online Banking	Using the online or telephone banking facility your bank has provided you. Bank details as above.
Housing Contact Centre	Call 020 8356 3100 (9am to 5pm Monday to Friday)
24-Hour Phone Line	Call 020 8356 5050
Online	www.hackney.gov.uk
Cheque	Pay to London Borough of Hackney. Write your name, payment reference number and address on the back. Post to: Cashiers 2 Hillman Street E8 1FB
Deduction from wages	Speak to the Income Collection Team on 020 8356 3100

We urge tenants to use credit cards wisely when paying Housing Charges. Your Housing Charges are **due every Monday**. If you want to pay monthly you should pay in advance. Please keep all your receipts so you can check this against your statement. The date shown on your statement is the date that it reached us. If you don't recognise something please contact **Income Services** on **020 8356 3100**.

Lost your payment card? You can contact us on **020 8356 3100** to order a replacement.

housing.rents@hackney.gov.uk

Have you registered for One Account? You can view your accounts and access many council services online.

Register today on www.hackney.gov.uk