


Your Payment Ref: 136540002142

Date: 4 August 2025

Miss Jennifer Wade
37 Hollybank Road
Billesley
Birmingham
B13 0RF

3318-000028/01/01-H0

**Access your rent account 24/7**
View your account balance
Download a rent statement
Make a payment or set up a Direct Debit
www.birmingham.gov.uk/rent**Report any repairs immediately online at**
www.birmingham.gov.uk/repairs
Report urgent repairs call
0121 216 3330

Dear Miss Jennifer Wade



98260174011365400021420

ARRANGEMENT CONFIRMATION

Rent Account balance of £1527.35 at 3 August 2025
37 HOLLYBANK ROAD, BILLESLEY, BIRMINGHAM, B13 0RF

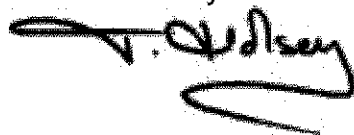
Further to the conversation on 4 August 2025, this letter confirms the debt repayment plan you agreed, based on the information you provided.

Outstanding debt
£1,645.90**Debt repayment plan details:**

You agreed to make payments of £21.80 every 4 weeks. The first payment is due on 4 August 2025 and the agreed payment method is by Debit Card.

If you have not already agreed to pay this by Direct Debit, then you can set one up by calling The Rent Service on 0121 675 2006. Other payment options are detail overleaf including information on Universal Credit. **Failure to make the agreed payments will lead to legal action for recovery of the debt.**

Yours sincerely



Tracy Holsey
Head of Income Collection
Revenues, Benefits and Rents

WAYS TO PAY



Direct Debit: Register for an online account at www.birmingham.gov.uk/register and set up a Direct Debit to pay weekly or monthly direct from your bank account. You can do this by visiting the above website to complete the Direct Debit mandate.



Barcode: If there is a barcode located on this letter, this will be unique to the account detailed and should **only** be used to make payments to that account. Payments using the barcode will be accepted at any Post Office or PayPoint outlet. If your barcode has been lost or destroyed, you can request a replacement from your online account.



Online: You can pay online by using a credit or debit card through your online account www.birmingham.gov.uk/rent whether you are the tenant or paying on behalf of the tenant.

OR

Bank Standing Order and telephone/internet banking: When setting up a bank standing order or making payments using telephone or internet banking, it is very important for you to quote your 12 digit **payment reference number**. You will also need the following Payee details: Birmingham City Council – Housing Income. Bank name: Barclays, Sort code: 200790. Account number: 33620360.



By phone: Call our 24 hour automated payment line on **0121 464 2001** and select option 3. Make sure you have your 12 digit payment reference number available and your debit or credit card.



At Payzone outlets: Payments are accepted at any Payzone outlet using the payment card. Cash or debit cards are accepted. Look out for shops and garages that display the Payzone symbol.



At PayPoint outlets: Pay at any PayPoint outlet using the barcode on your letter or you can continue using your payment card. **Only cash payments** are accepted using this payment method. Look out for shops and garages that display the PayPoint symbol.



Help to pay your housing cost: If you are having difficulty paying because your income is low, you can apply for Housing Benefit through our self-serve option on the website www.birmingham.gov.uk/benefits. You can also check the above website for more information regarding Housing Benefit and Universal Credit.



At any Post Office: Pay by cash, debit card or cheque, using the barcode on the front of the correspondence. You can also continue using your payment card at the Post Office.



Rent payment card: Payment cards are being discontinued. However, you can continue to use them with most of the payment methods detailed above. Your 12 digit payment reference number is located on the bottom right hand corner. If you lose this card or it no longer works then it will be replaced by a bill with a barcode.



Universal Credit claimants will not be entitled to Housing Benefit. The housing cost element will instead be included in the monthly Universal Credit payment. This payment will be made directly to you and not to Birmingham City Council. You will be responsible for making your housing cost payments. If you have made a claim for Universal Credit then you must let us know. **You must also make a separate application to Birmingham City Council for Council Tax Support as this will not be included within the Universal Credit payment.** For further information or to apply on line visit www.gov.uk/universal-credit.

Money Advice Service: For money advice visit www.moneyadviceservice.org.uk. This service is free and provides advice and guidance to help you improve your finances including your debt. It has tools and calculators to help you keep track of your finances and to plan ahead. Support is provided online, in person and over the phone.

Download or view your statement online by registering for an account at
www.birmingham.gov.uk/register