

I am in receipt of benefits, why have I been sent a rent arrears letter when I do not pay rent?

If you get Housing Benefit, the council will pay your rent directly to Waverley Housing. However, if your benefit has not been paid for any reason, your rent account will show that you are in arrears. A claim for Housing Benefit is the responsibility of tenants and it is important that tenants make sure they give the council all the information needed to process a claim.

If you receive Universal Credit, then it is your responsibility to ensure that your personal journal is kept up to date and that you instruct the Department of Work and Pensions (DWP) via your journal of the amount you must pay towards your rent.

If you receive arrears letters from us, it means that there is something wrong with your claim, this may be easy to resolve so please make sure you contact Housing Benefit or DWP to make right.