

South Northamptonshire Council



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Request for direct payments to landlords due to rent arrears

Use this form to request direct payment of Housing Benefit if you are a landlord or agent and your tenant has rent arrears.

When can the Council pay the landlord direct?

- If your tenant has rent arrears of eight weeks rent or more, we will pay your tenant's Housing Benefit directly to you.
- If your tenant has rent arrears of less than eight weeks rent, we can pay your tenant's Housing Benefit directly to you. For example, if they have an addiction or mental health problem. Please see our form 'Request for direct payment to landlords for tenants who may have difficulty paying their rent' for further details.

How can I request direct payment?

If your tenant has rent arrears please let us know as soon as possible by completing the attached form and providing evidence, eg, a rent book or rent statement. Once we receive your form we will not make any further payments to your tenant while we look into the matter and make a decision.

We also recommend that you phone or visit us as soon as you want to request direct payment. We can then stop any further payments being sent to your tenant while we await your form.

How will the Council make a decision?

We will look at the evidence you provide along with any information that we hold. We will also normally ask the tenant for their comments to ensure a fair and informed decision. If your tenant is withholding rent over a dispute, we will normally withhold payment until the dispute is resolved.

Can the Council help with the arrears?

Although we may send you payments on your tenant's behalf, your tenant will remain responsible for any difference between their rent and their benefit. They will also remain responsible for any arrears. In some cases your tenant's Housing Benefit may be higher than the rent. In these cases we will pay you the excess to help clear the arrears.

What if I disagree with the decision?

If you (or your tenant) disagree with the decision, either of you can ask us to look at it again. This request must be made in writing within one month of the date of the decision letter.

If the Council decides to pay me, how long will this continue for?

Housing Benefit is normally paid directly to tenant's. if we are paying you direct because of rent arrears we will check periodically to see if your tenant has cleared these arrears. If so, and we do not consider your tenant unlikely to pay future rent, we will normally pay further benefit to your tenant.

Once you have completed the form please return it in person or post it to the Benefits Unit at the above address.

Request for direct payment due to rent arrears

Tenant's full name and address

Landlord's full name and address

How much rent does the tenant currently owe?

£

do not include rent owed for any future period

Please give details of the arrears, eg, period the arrears cover or details of any missed payments.

Do you have any evidence to support the above?

No

Yes - **Please provide this evidence eg, rent book or rent statement**

Has the tenant given any reasons why they have not paid rent? If so please give details.

Please continue on a separate sheet if necessary

I declare the information I have given on this form is correct and complete.

Signature

Date

Name
(please print)

Telephone
Number

Please note all evidence must be original documents, we cannot accept copies.

Important: Any information provided on this form may be shown to your tenant.