ENFIELD
Council

Payment reference number 497630

Patch number N9

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN37JQ

Enfield Homes income Collection
Team the Edmonton Centre 36-44
South Mall Edmonton. London N9
0TN

Phone 0800 40 80 160

E-mail:@enfieldhomes.org

For Hearing- impaired callers ONLY
Telephone: 020 8375 8011

Date 3 March 2011

Notice of 2011/2012 rent charges

Dear Mr S Cordell,

From Monday 4 April 2011, your weekly net rent will be £74.61. In addition, the service charge for your property is as follows:

Caretaking	£	2.73
Grounds Maintenance	£	1.10

If you pay for water and sewerage services, you will continue to pay these or to: of and service charges.

If you get Housing Benefit, it will automatically be updated to take into account the new rent.

We will write to you again soon. The letter will show:
- all the individual charges and rebates that make up your new rent
- any Housing Benefit allowance, and
- the actual amount you must pay.

Use and occupation

If you are still living at this address on Monday **4** April **2011 and** if either:
- you are not our tenant on that date; or
- we have ended your security of tenure because we have served you with a ~c: :e : o._*

then you must pay a weekly charge for your continued use and occupation of ~e
this applies to you, we will soon be sending you a letter showing the actus a˙:-" ~-r
pay every week.

Continued over the pace



Ray James
Director of Health, Housing and Adult Social Care
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3**XY**
Website: www.enfield.gov.uk

if you need this document in another language or format cal! Customer Services on 020 8379 1000, or email enfield.counc.: **--enfie**[1] • - -

Garage charges

We have increased the rent for garages by 4.6%. Below are the current rents and the new rents that will come into effect from Monday 4 April 2011.

	Current rents	**New rents**
Wire Cage garage	£4.65	£4.86
Standard garage	£8.11	£8.48

If you are a council tenant or leaseholder, and you rent 1 or 2 garages, you do not have to pay VAT.

Private tenants who rent a garage from us, or any council tenant or leaseholder that rents more than 2 garages, must pay a Non Council Tenant Premium (NCTP) on top of the rent, and add VAT of 20% onto both charges.

	Current charge	**New charge**
NCTP charge	£2.14	£2.24

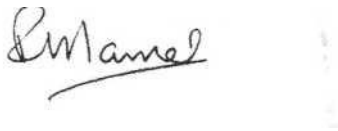
You may also have to pay water rates to cover the cost of draining surface water from the area around the garage.

We will show details of the charges on your next letter, which we will be sending you soon.

If you have any questions or comments about your increased charges, please contact Enfield Homes. The address and telephone number are on the front of this letter.

The non-payment of rent is a breach of your tenancy conditions. If you are having difficulty paying your rent, Enfield Homes staff are available to give advice and help.

Yours sincerely,



Ray James
Director of Health, Housing and Adult Social Care

We are sending this letter in accordance with the requirements of your tenancy agreement, ana the Housing Act 1985 Sections 24, 102 and 103.

RENT PAYMENT SCHEDULE

Payment Ref No: 497630 Patch No: N9

Income Collection Team
Enfield Homes
The Edmonton Centre
36-44 South Mall, Edmonton Green
N9 OTN

r n

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN37JQ

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Useful Contact Numbers:

Phone: 0800 40 80 160 (For hearing-impaired callers ONLY)
Textphone: 020 8375 8011 Repairs: 0800 40 80 160 (Out of office hours ONLY)
Repairs: 020 8379 1000 Email: rent@enfieldhomes.org

From 4 April 2011, your weekly rent is: £5.02

	Dwelling	'Garage	Total
Rent	74.61		74.61
Caretaking	2.73		2.73
CCTV			
Concierge			
Ground Maintenance	1.10		1.10
Heating Watpr Rptp VAT			
TOTAL	83.46	0.00	83.46
Housing Benefit	78.44		78.44
YOU PAY	**5.02**	**0.00**	**5.02**

*If you rent more than one garage, the total charges will be displayed here. If you are a non-council tenant your garage charges will also be shown here.

Please note:
Your rent is payable weekly. If you pay fortnightly or monthly, you must ensure your payments are made in advance, as per the terms and conditions of your tenancy agreement. There are several methods to pay your rent of which direct debit is the most convenient.

If you have rent arrears or an arrangement to repay the debt, please contact Enfield Homes on 0800 40 80 160. This is a free phone number, so there's no charge if you use a landline. If using a mobile phone, you may find it cheaper to call our landline number, 020 8379 1327.

Use & Occupation

If you are still living at this address on Monday 4 April 2011 **and** if either:

- You are not our tenant on that date; or
- we have ended your security of tenure because we have served you with a notice to quit: Then

you must pay a weekly charge for your continued use and occupation of the property as shown on this letter.

If found please return to:
London Borough of Enfield, PO Box 60, Civic Centre, Silver Street, Enfield Middlesex, EN1 3XN

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If you have been awarded Housing or Council Tax benefit please read this document carefully

You must tell the Council and/or Pension Service **immediately** in of **awy** tfwjes **tfcat** y—'~~^mi~~on Credit, Council Tax or Housing Benefit.

If you do not tell us about a change and we give you too much bereft as a -es_t <of news cr ***tsa**** t

PLEASE REFER TO THE ENCLOSED CHANGE IN CIRCUMSTANCES FORM fOW mwin Of ITfHTfiTT YOU MUST TELL US ABOUT

EXPLANATION OF BENEFIT TERMS

Non-dependants - Council Tax Benefit

The highest benefit we can give is 100% of the Council Tax. However, we usuaBy ~~haw~~ to Mate deductions from benefit if non-dependants live in the household. A non-dependant is a person who normaly **Eves wOh** the **dwnant. other** than a partner or a dependant child. The rate of non-dependant deductions are:

Aged 18 or over and working where:

	Oec jctions
1. Gross weekly income is £387.00 or more per week	***££***
2. Gross weekly income is £310.00 - £386.99	20
3. Gross weekly income is £180.00 - £309.99	***£5*** /Hj[1]
4. Gross weekly income is less than £180.00	***£2*** **85**
5. Others aged 18 or over	***£2*** ***85***
6. In receipt of Pension Credit and in remunerative work	**00**
7. In receipt of Pension Credit and not in remunerative work, or in receipt of IS/JSA (IE	**00**

No deduction for non-dependants if:

1. The claimant and/or partner are registered blind
2. The claimant and/or partner receive Attendance Allowance or the care component of dlsafc tv . ng a : wance
3. The non-dependant receives Income Support, Job Seekers Allowance or Pension Credits
4. The circumstances of the non-dependant are such that they would be a person entitled to be disregarded for Council ~ax purposes. The disregard reasons are included on the Council Tax General Information sheet sent with your Counti: Tax bill.

Non Dependants: Housing Benefit

the household. A non- dependant is a person who

We usually have to make deductions from benefit if non-dependants live in normally lives with the claimant other than a partner or dependant child.
From April 2007 the deductions are as follows:

	Deductions
Non-dependant receiving Pension Credit Non-dependant	£0.00
not in receipt of main phase ESA (IR)	£0.00
Non-dependant in receipt of main phase ESA (IR)	£9.40
Aged 25 and over and on Income Support or Job Seekers Allowance (IB)	£9.40
Aged 18 and over and not in remunerative work	£9.40

Aged 18 and over in remunerative work and whose gross weekly income is:

less than £122.00	£9.40	£120.00 - £179.99	£21.55
£180.00 - £233.99	£29.60	£234.00 - £309.99	£48.45
£310.00 - £386.99	£55.20	£367.00 or more	£60.60

Second Adult Rebate (Alternative Maximum Council Tax Benefit!

We can award benefit based on the financial circumstances of other adults living in the household. There are four rates:

1. Where a dwelling is occupied by a student(s) and one or more people is in receipt of IS, Pension Credit, JSA(IB) or ESA (IR) **100%**
2. Where the other adults receive Income Support or Job Seekers Allowance (IB) or Pension Credit **25%**
3. Where the gross income of all other adults is less than £177.00 per week **15%**
4. Where the gross income of all other adults is between £177.00 and £230.99 per week **7.5%**

If you would be entitled to either main Council Tax Benefit due to your circumstances, or Second Adult Rebate due to the circumstances of the other adults, we have awarded you the higher of the two amounts of benefit.

Council Tax Excess Benefit is any amount of benefit which is paid out in excess of the amount to which a claimant and / or partner is entitled. All excess benefits are recoverable except where they are due to an "official error" and the claimant or person acting for them could not have been reasonably expected to realise excess benefit had been paid at the time. The information we have used in calculating your benefit is shown on your notification letter. If you feel any of this information is incorrect please write to the Council stating what is wrong. If your benefit award has been withdrawn or reduced it will show as excess benefit in the revised Council Tax bill sent to you as a result of the change in benefit award.

Housing Costs: The most Housing Benefit we can pay is 100% of the eligible rent and 100% of the Coiner! ₂ < --- includes water rates, service or fuel charges, we will have to make a deduction for them.

Fuel Charges: If the following items are paid for in your rent the amounts noted below have been deducted:

Heating of accommodation	£21.55	Hot Water	£2.50
Lighting	£1.75	Cooking Facilities	£2.50

If the supply actually costs less and you can provide evidence to show this, we can reduce the amounts. If you have exclusive occupation of one room such as a bedsit, we can make a lower deduction of £12.90 - half the first three items.

Meals: If meals are included in your rent the amount shown overleaf has been deducted. The amounts are set by the Government and are as follows:

Full Board £24.05 per person aged 16 or over /£12.15 per child under 16 in household per week
Part Board £16.00 per person aged 16 or over /£8.05 per child under 16 in household per week
Breakfast only £2.95 per person in household per week regardless of age

Income from Capital (not used for those on Income Support. Job Seeker's Allowance or Guarantee Pension Creditl

If you are of working age, we ignore any savings you have under £6000. If you have between £6000 and £16000 we calculate that for every £250, or part of, you receive £1 per week. These amounts are set by government.

If you are of pension age, we ignore any savings you have under £10000. If you have between £10000 and £16000 we calculate that for every £500, or part of, you receive £1 per week. These amounts are set by government

Applicable Amount: This is an amount set by the Government to cover your basic living expenses and those of any partner and dependant children. It is made up of personal allowances and, where appropriate, premiums for severe disability, carers and/or for having dependant children.

RIGHT OF APPEAL

If you do not agree with this Benefit decision you must challenge it within one month of the date of this letter. You ca–;

- Ask us to explain the decision to you (you can phone us if you wish)
- Write and ask us to reconsider the decision to see if we can change it. (If the Council's decision is not to . our advantage you will still be able to ask for an Independent Tribunal hearing.)
- Write to us and ask for our decision to be looked at by an Independent Tribunal run by the Tribunal Se-. ce

Your letter **must** be written in English or Welsh, be signed by you and contain your full name and address feu — _st ·ce-t*. the decision you are appealing against and the grounds for your appeal. Please include any evidence that supports . s c o e s

Appeals about the income used in your Pension Credit award will be forwarded to the Pension Credit Sen. ce as me ~~~ eca . bound to use the figures they give to us.

Benefit Payments for Private Tenants

If you receive payments yourself, then these are made through cheque or BACS transfer direct into your **bank** account. Aay **cheques not cashed within 6 weeks will be cancelled.**

How to Contact Us

In Person at the Revenue Information Helpdesks - Our helpdesks provide a professional and friendly one-stop service for all revenue enquiries.

Principal Revenue Information Outlet	Other Revenue Information Outlet	* For picking up forms and handing in documents plus an appointment service) *
John Wilkes House 79 High Street Ponders End, Enfield EN34EN Open Mon - Fri 9.00 - 4.00pm	Civic Centre (Ground Floor) Silver Street Enfield EN1 3XW Open Mon - Fri 9.00 - 4.00pm	Edmonton Centre (1st floor above the library) 36-44 South Mall, Edmonton London, N9 OTN *Open Monday - Friday 8.30am - 5.00pm *

By Phone - Our telephone helplines are available from 8.30am - 4.30pm Monday to Friday. Calls may be recorded for quality and training purposes.

020 8379 3798 Benefits Helpline
020 8379 4779 Benefit Claim Service for those with visual difficulties
020 8379 4629 Complaints Line Textphone Service
020 8379 4998 Appointments line (Tues / Thurs evenings)
020 8379 4992 Home visits line (for those who are unable to visit a Helpdesk)
020 8379 4779

By Post to the Revenues & Benefits Division, PO Box 63, Civic Centre, Silver Street, Enfield, Middx EN1 3XW.

By e-mail to revs@enfield.aov.uk

PENSION SERVICE ENQUIRIES

If you need to contact the Pension Centre about Pension Credits you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4 Gateshead, NE92 1BQ

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