ENFIELD Connected

ENFIELD Council

Payment reference number 497630

Council Housing

100,000 residents have an Enfield Connected account - Sign up for yours at www.enfield.gov.uk

F D MEC\RPL\RJ 1 \Pr1 \Rec8921

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

9826 9272 1000 0000 0497 6307

6th April 2020

Rent Payment Schedule 2020/21

109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

From 6th April 2020, your weekly rent is £0.00. This breaks down as:

	Dwelling	Garage	Total
Rent	87.07		87.07
Caretaking	4.10		4.10
Landlord Communal Service Charge	0.48		0.48
Grounds Maintenance	1.94		1.94
TOTAL	93.59	0.00	93.59
Flousing Benefit	93.59		
YOU PAY	**0.00**	**0.00**	**0.00**

If you receive Universal Credit, your monthly rent can be worked out by using the total weekly charge shown in this letter times 52 and divided by 12.

Your rent is payable weekly. If you have arranged to pay fortnightly or monthly, your payments must be made in advance, in line with the terms and conditions of your tenancy agreement.

What you need to do:

- **The easiest and quickest way to pay your rent is by Direct Debit. You can set this up by filling out the Direct Debit form attached and returning this. 76,000 people in Enfield pay the Council by Direct Debit - it's secure easy and quick!**
- If you pay your rent by a Standing Order, you need to change your Standing Order to make sure it covers the amount you need to pay. If you would like to switch to paying by Direct Debit please complete the attached form.
- **If you have an existing Direct Debit set up, this will be adjusted automatically. You do not need to change this and you do not need to contact us**
- For credit or debit card payments please go to www.enfield.aov.uk or call 020 8379 1000 (Option 1) for the automated payments line
- You can pay in person at any PayPoint, Payzone outlets and Post Offices using the bar code on this letter or your rent card

Use & Occupation

If you are still living at this address on the 6th April 2020 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.

Banks and Building Societies may not accept Direct Debit instructions for some types of account

ENFIELD Council

DIRECT Debit

Instruction to your bank or building society to pay by Direct Debit

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ink,

your details in the boxes. (If typing don't forget to sign).

Then post to: **Income Team (Council Housing)**
PO Box 63
Civic Centre
EN1 3XW

Originator's Identification Number

9	9	2	4	3	1

Your address

This is not part of the instruction to your Bank or Building Society

Monthly payment date:

| | fortnightly Q monthly on 1st of each month | | monthly on 16th of each month Name(s) of Account Holderfs)

Bank/Building Society account number

Branch sort code

Name and full postal address of your Bank or Building Society

To The Manager, bank/building society

Address

Postcode

Payment reference number

Instruction to your bank or building society

Please pay Enfield Council Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee, i understand that this Instruction may remain with Enfield Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Official use

Tenant name:

Account number:

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee

This guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
If there are any changes to the amount, date or frequency of your Direct Debit Enfield Council will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request Enfield Council to collect a payment, confirmation of the amount and date will be given to you at the time of request.

DIRECT Debit

- If an error is made in the payment of your Direct Debit by Enfield Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Enfield Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

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ENFIELD Connected

ENFIELD Council

Letter to: All Enfield Council tenants and leaseholders

Dear Resident **YOUR SERVICES**

The national response to Corona virus (Covid -19) is changing daily, but I wanted to write to you to let you know how we are adapting and changing our services to best support you - and how you can help us deliver these changes effectively.

The safety of your home and the health and wellbeing of our vulnerable residents remain our top priorities and so we are focusing on the following activities.

Maintaining safe and clean communal areas

We are taking steps to ensure that the cleaning of communal areas, which is part of the caretaking service, is maintained.

We will prioritise blocks with a high proportion of older residents.

We are currently maintaining our regular communal block inspections to ensure we are monitoring the condition and cleanliness of communal areas, monitoring safety and capturing and actioning repairs.

Please help us by ensuring communal areas are kept clear of rubbish and personal belongings.

Staying safe at home

It is important that as we adapt the way we live in line with Government advice. This is likely to lead to more time spent at home - in some cases in self-isolation - and we must take the necessary steps to stay safe.

Please ensure:

- you "know your plan" and what to do in the event of a fire in your home or elsewhere in your building
- you have a working smoke alarm in your home and test it weekly
- your flat entrance door (if you live in a block of flats) is in good condition and has a self-closing device fitted.
- you do not overload plug sockets and turn electrical appliances off at the wall at night
- if you smoke you extinguish smoking materials safely (never throw lit cigarettes from your balcony, they can start a fire on a lower floor)
- you limit the use of candles and incense sticks, if you choose to use them, please ensure you do so safely
- you don't leave cooking unattended, especially if you have children at home
- if you use portable electric (fan) heaters, please ensure they are kept a safe distance from furniture, curtains or any other material that could ignite.

Please visit the fire safety pages on our website, for more information about staying safe at home.

Enfield Stands Together

We are a resilient, diverse community. If you want to offer help at this time or need help yourself please refer to our website https://new.enfield.gov.uk/services/vour-council/enfield-stands-together/

If you don't have access to the internet, please contact Enfield Voluntary Action on 07960 371 207.

Can I also take this opportunity to encourage you to confirm your current contact details - mobile and email so we can update our records. Please send these to tenancv.council.housing@enfield.gov.uk

We will get through the global pandemic by coming together as a community, thank you for your understanding and support at this time, as we adapt our services to the changing landscape.

Yours sincerely

Director of Housing and Regeneration Joanne Drew

FDM\EC\RPL\RJ 1 \Pr1 \Rec8921 \Pg

ENFIELD Connected

ENFIELD Council

Statement of your Rent Account

Please quote this payment reference number whenever you contact us: **497630**

Sign up for an online Enfield Connected account to make your payments and manage your account
■ **www.enfield.aov.uk**

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MRS CORDELL
109,Burncroft Avenue
Enfield Middlesex EN3
7JQ

00061



DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
28-OCT-2019	Balance B/F			244.43 Debit
04-NOV-2019	Standard Debit	98.52		342.95 Debit
04-NOV-2019	HB Weekly Rebate		91.09	251.86 Debit
08-NOV-2019	Payment		33.39	218.47 Debit
11 -NOV-2019	Standard Debit	98.52		316.99 Debit
11-NOV-2019	FIB Weekly Rebate		91.09	225.90 Debit
18-NOV-2019	Standard Debit	98.52		324.42 Debit
18-NOV-2019	HB Weekly Rebate		91.09	233.33 Debit
25-NOV-2019	Standard Debit	98.52		331.85 Debit
25-NOV-2019	HB Weekly Rebate		91.09	240.76 Debit
25-NOV-2019	HB Weekly Rebate		-91.09	331.85 Debit
25-NOV-2019	HB Weekly Rebate		91.09	240.76 Debit
02-DEC-2019	Standard Debit	98.52		339.28 Debit
02-DEC-2019	HB Weekly Rebate		91.09	248.19 Debit
06-DEC-2019	Payment		44.52	203.67 Debit
09-DEC-2019	Standard Debit	98.52		302.19 Debit
09-DEC-2019	HB Weekly Rebate		91.09	211.10 Debit
16-DEC-2Q19	Standard Debit	98.52		309.62 Debit
16-DEC-2019	HB Weekly Rebate		91.09	218.53 Debit
23-DEC-2019	Standard Debit	98.52		317.05 Debit
23-DEC-2019	HB Weekly Rebate		91.09	225.96 Debit
30-DEC-2019	Standard Debit	98.52		324.48 Debit
30-DEC-2019	HB Weekly Rebate		91.09	233.39 Debit
03-JAN-2020	Payment		44.52	188.87 Debit
06-JAN-2020	Standard Debit	**98.52**		**287.39 Debit**
06-JAN-2020	HB Weekly Rebate		91.09	196.30 Debit
13-JAN-2020	Standard Debit	98.52		294.82 Debit
13-JAN-2020	HB Weekly Rebate		91.09	203.73 Debit
20-JAN-2020	Standard Debit	98.52		302.25 Debit
20-JAN-2020	HB Weekly Rebate		91.09	211.16 Debit
27-JAN-2020	Standard Debit	98.52		309.68 Debit
27-JAN-2020	HB Weekly Rebate		91.09	218.59 Debit
31-JAN-2020	Payment		44.52	174.07 Debit
03-FEB-2020	Standard Debit	98.52		272.59 Debit
03-FEB-2020	HB Weekly Rebate		91.09	181.50 Debit
10-FEB-2020	Standard Debit	98.52		280.02 Debit
10-FEB-2020	HB Weekly Rebate		91.09	188.93 Debit

more information on reverse...

ENFIELD Connected

ENFIELD Council

Sign up to Enfield Connected www.enfield.aov.uk/connected if you want to make a payment, set up a Direct Debit, view an account (Council Tax, Housing Benefit and Council Rent), claim Housing Benefit, Council Tax Support and Extra Financial Help for rent and Council Tax.

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Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514 NI
Reference: JH653811D
Rent Reference: 497630 Council Tax Account:55508596

12/03/2020

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 06/04/2020 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£93.59 per week from 06/04/2020

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Support Notification

I have worked out your council tax support from 01/04/2020 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£18.97 per week from 01/04/2020

How You Will Be Paid

£989.24 council tax support has been credited to your council tax account. The total amount of council tax support for 2020/21 is £989.24.

You will receive a council tax bill that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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Benefits Assessment Team

4 March 2020

Dear Enfield Tenant,

Please find enclosed the statutory notice of your rent increase for 2020/21. You will see that your rent has gone up 2.7% in line with Government guidance. We know that times are hard for many of our residents and we want to keep rents as low as possible whilst ensuring we generate sufficient income to invest in warm, safe and secure homes.

Over the last year the Council has progressed an ambitious agenda reflecting its commitment to existing Council housing. We will be investing £200 million in improving existing homes over the next five years so that all our tenants live in good accommodation, with improved fire safety measures.

We know that day to day repairs is one of your top priorities. This is why we will be bringing Repairs back in-house, under our direct control on a phased basis to improve the service.

Good housing is probably the biggest single factor in reducing crime and anti-social behaviour, improving health and raising educational attainment. Decent housing improves life chances and we believe everyone in Enfield deserves a home to live in.

Enfield Council will be investing £900 million to build thousands of decent and affordable homes in the coming years.

We are also introducing the following:

- A new incentive scheme where we will pay up to £2,500.00 to support those of you that want to downsize your property. This will help free up larger council homes for families to live in.
- Freezing garage charges for 2020/21 to increase usage as well as introducing a new concessionary rate for private hirers in receipt of certain welfare benefits.
- Reducing our Community Hall charges to make them more affordable and accessible for local communities following consultation with residents.

Enfield Council will continue to work to ensure our council housing and services meet tenants' needs.

Regards,

Cllr Nesil Caliskan
Leader of Enfield Council

Cllr Gina Needs
Cabinet Member for Social Housing

Payment reference number 497630

Council Housing

100,000 residents have an Enfield Connected account - sign up for yours at www.enfield.aov.uk

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

FDMVECVQ RSVRJ1 \Pr1

4th March 2020

Dear Mr S Cordell

For Information: Notice of 2020/21 Rent Charges
No Further Action Needed

109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

From 6th April 2020, your weekly **net** rent will be £87.07. Rents are set in accordance with Government guidelines. You will note that your rent is being increased for the first time in four years. In October 2019, the Government announced that rents will increase by Consumer Price Index plus 1%. So for 2020/21 your rent will increase by 2.7%. In addition, the weekly service charges for your property are:

Ground Maintenance	£1.94
Caretaking	£4.10

Landlord Communal Service Charge	£0.48

If you receive Housing Benefit, this will be automatically updated to take into account the new rent amount above. You will be notified of your Housing Benefit entitlement on your Rent Payment Schedule. You do not need to contact us.

If you receive Universal Credit, which replaces Housing Benefit, you will be responsible for paying your full rent because Universal Credit award includes your housing costs and notifying the Department for Work and Pensions of this rent change on or around 6th April 2020 by signing in to your Universal Credit account.

We will write to you again mid-March, with a Payment Schedule for your rent. This schedule will show you:

- All the individual charges that make up your new rent
- Any Housing Benefit you receive
- The actual total amount you must pay
- Information on how to pay the amount due

You do not need to take any action as a result of this letter

ENFIELD Connected

ENFIELD Council

Statement of your Rent Account

Please quote this payment reference number whenever you contact us: 497630

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MRS CORDELL
109,Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Sign up for an online Enfield Connected account to make your payments and manage your account - www.enfield.aov.uk

DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
10-FEB-2020	Balance B/F			188.93 Debit
17-FEB-2020	Standard Debit	98,52		287.45 Debit
17-FEB-2020	FIB Weekly Rebate		91.09	196.36 Debit
24-FEB-2020	Standard Debit	98.52		294.88 Debit
24-FEB-2020	HB Weekly Rebate		91.09	203.79 Debit
02-MAR-2020	Standard Debit	98.52		302.31 Debit
02-MAR-2020	HB Weekly Rebate		91.09	211.22 Debit
02-MAR-2020	Payment		44.52	166.70 Debit
09-MAR-2020	Standard Debit	98.52		265.22 Debit
09-MAR-2020	HB Weekly Rebate		91.09	174.13 Debit
16-MAR-2020	Standard Debit	98.52		272.65 Debit
16-MAR-2020	HB Weekly Rebate		91.09	181.56 Debit
23-MAR-2020	Standard Debit	98.52		280.08 Debit
23-MAR-2020	HB Weekly Rebate		91.09	188.99 Debit
27-MAR-2020	Payment		44.52	144.47 Debit
30-MAR-2020	Standard Debit	91.09		235.56 Debit
30-MAR-2020	HB Weekly Rebate		91.09	144.47 Debit
06-APR-2020	Standard Debit	93.59		238.06 Debit
06-APR-2020	HB Weekly Rebate		93.59	144.47 Debit
13-APR-2020	Standard Debit	93.59		238.06 Debit
13-APR-2020	HB Weekly Rebate		93.59	144.47 Debit
20-APR-2020	Standard Debit	93.59		238.06 Debit
20-APR-2020	HB Weekly Rebate		93.59	144.47 Debit
24-APR-2020	Payment		44.57	99.90 Debit
27-APR-2020	Standard Debit	93.59		193.49 Debit
27-APR-2020	HB Weekly Rebate		93.59	99.90 Debit
04-MAY-2020	Standard Debit	93.59		193.49 Debit
04-MAY-2020	HB Weekly Rebate		93.59	99.90 Debit
11-MAY-2020	Standard Debit	93.59		193.49 Debit
11-MAY-2020	HB Weekly Rebate		93.59	99.90 Debit
18-MAY-2020	Standard Debit	93.59		193.49 Debit
18-MAY-2020	HB Weekly Rebate		93.59	99.90 Debit
22-MAY-2020	Payment		44.72	55.18 Debit
25-MAY-2020	Standard Debit	93.59		148.77 Debit
25-MAY-2020	HB Weekly Rebate		93.59	55.18 Debit
01-JUN-2020	Standard Debit	93.59		148.77 Debit
01-JUN-2020	HB Weekly Rebate		93.59	55.18 Debit
08-JUN-2020	Standard Debit	93.59		148.77 Debit

more information on reverse...

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DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
08-JUN-2020	HB Weekly Rebate		93.59	55.18 Debit
15-JUN-2020	Standard Debit	93.59		148.77 Debit
15-JUN-2Q2Q	HB Weekly Rebate		93.59	55.18 Debit
19-JUN-2020	Payment		44.72	10.46 Debit
22-JUN-2020	Standard Debit	93.59		104.05 Debit
22-JUN-2020	HB Weekly Rebate		93.59	10.46 Debit
29-JUN-2020	Standard Debit	93.59		104.05 Debit
29-J UN-2020	HB Weekly Rebate		93.59	10.46 Debit
06-JUL-2020	Standard Debit	93.59		104.05 Debit
06-JUL-2020	HB Weekly Rebate		93.59	10.46 Debit

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Statement of your Rent Account

ENFIELD Council

Please quote this payment reference number whenever you contact us: **497630**

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MR S CORDELL
109,Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Sign up for an online Enfield Connected account to make your payments and manage your account - www.enfield.aov.uk

DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
06-JUL-2020	Balance B/F			10.46 Debit
13-JUL-2020	Standard Debit	93.59		104.05 Debit
13-JUL-2020	HB Weekly Rebate		93.59	10.46 Debit
17-JUL-2020	Payment		44.72	-34.26 Credit
20-JUL-2020	Standard Debit	93.59		59.33 Debit
20-JUL-2020	HB Weekly Rebate		93.59	-34.26 Credit
27-JUL-2020	Standard Debit	93.59		59.33 Debit
27-JUL-2020	HB Weekly Rebate		93.59	-34.26 Credit
03-AUG-2020	Standard Debit	93.59		59.33 Debit
03-AUG-2020	HB Weekly Rebate		93.59	-34.26 Credit
10-AUG-2020	Standard Debit	93.59		59.33 Debit
10-AUG-2020	HB Weekly Rebate		93.59	-34.26 Credit
14-AUG-2020	Payment		44.72	-78.98 Credit
17-AUG-2020	Standard Debit	93.59		14.61 Debit
17-AUG-2020	HB Weekly Rebate		93.59	-78.98 Credit
24-AUG-2020	Standard Debit	93.59		14.61 Debit
24-AUG-2020	HB Weekly Rebate		93.59	-78.98 Credit
31-AUG-2020	Standard Debit	93.59		14.61 Debit
31-AUG-2020	HB Weekly Rebate		93.59	-78.98 Credit
07-SEP-2020	Standard Debit	93.59		14.61 Debit
07-SEP-2020	HB Weekly Rebate		93.59	-78.98 Credit
08-SEP-2020	Payment		44.72	-123.70 Credit
14-SEP-2020	Standard Debit	93.59		-30.11 Credit
14-SEP-2020	HB Weekly Rebate		93.59	-123.70 Credit
21-SEP-2020	Standard Debit	93.59		-30.11 Credit
21-SEP-2020	HB Weekly Rebate		93.59	-123.70 Credit
28-SEP-2020	Standard Debit	93.59		-30.11 Credit
30-SEP-2020	HB Weekly Rebate		93.59	-123.70 Credit
05-OCT-2020	Standard Debit	93.59		-30.11 Credit
05-OCT-2020	HB Weekly Rebate		93.59	-123.70 Credit
08-OCT-2020	Payment		44.72	-168.42 Credit
12-OCT-2020	Standard Debit	93.59		-74.83 Credit
12-OCT-2020	HB Weekly Rebate		93.59	-168.42 Credit
19-OCT-2020	Standard Debit	93.59		-74.83 Credit
19-OCT-2020	HB Weekly Rebate		93.59	-168.42 Credit

more information on reverse...

Statement of your Rent Account

Please quote this payment reference number whenever you contact us: **497630**

MR S CORDELL
109,Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Sign up for an online Enfield Connected account to make your payments and manage your account ■ www.enfield.aov.uk

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DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
19-OCT-2020	Balance B/F			-168.42 Credit
26-OCT-2020	Standard Debit	93.59		-74.83 Credit
26-OCT-2020	HB Weekly Rebate		93.59	-168.42 Credit
02-NOV-2020	Standard Debit	93.59		-74.83 Credit
02-NOV-2020	HB Weekly Rebate		93.59	-168.42 Credit
06-NOV-2020	Payment		44.72	-213.14 Credit
09-NOV-2020	Standard Debit	93.59		-119.55 Credit
09-NOV-2020	HB Weekly Rebate		93.59	-213.14 Credit
16-NOV-2020	Standard Debit	93.59		-119.55 Credit
16-NOV-2020	HB Weekly Rebate		93.59	-213.14 Credit
23-NOV-2020	Standard Debit	93.59		-119.55 Credit
23-NOV-2020	HB Weekly Rebate		93.59	-213.14 Credit
30-NOV-2020	Standard Debit	93.59		-119.55 Credit
30-NOV-2020	HB Weekly Rebate		93.59	-213.14 Credit
04-DEC-2020	Payment		44.72	-257.86 Credit
07-DEC-2020	Standard Debit	93.59		-164.27 Credit
07-DEC-2020	HB Weekly Rebate		93.59	-257.86 Credit
14-DEC-2020	Standard Debit	93.59		-164.27 Credit
14-DEC-2020	HB Weekly Rebate		93.59	-257.86 Credit
21-DEC-2020	Standard Debit	93.59		-164.27 Credit
21-DEC-2020	HB Weekly Rebate		93.59	-257.86 Credit
28-DEC-2020	Standard Debit	93.59		-164.27 Credit
28-DEC-2020	HB Weekly Rebate		93.59	-257.86 Credit
31-DEC-2020	Payment		34.96	-292.82 Credit
04-J AN-2021	Standard Debit	93.59		-199.23 Credit
04-JAN-2021	HB Weekly Rebate		93.59	-292.82 Credit
11-JAN-2021	Standard Debit	93.59		-199.23 Credit
11-JAN-2021	HB Weekly Rebate		93.59	-292.82 Credit
18-JAN-2021	Standard Debit	93.59		-199.23 Credit
18-JAN-2021	HB Weekly Rebate		93.59	-292.82 Credit
25-JAN-2021	Standard Debit	93.59		-199.23 Credit
25-J AN-2021	HB Weekly Rebate		93.59	-292.82 Credit
01-FEB-2021	Standard Debit	93.59		-199.23 Credit
01-FEB-2021	HB Weekly Rebate		93.59	-292.82 Credit
01-FEB-2021	Payment		29.72	-322.54 Credit
08-FEB-2021	Standard Debit	93.59		-228.95 Credit
08-FEB-2021	HB Weekly Rebate		93.59	-322.54 Credit
15-FEB-2021	Standard Debit	93.59		-228.95 Credit

more information on reverse...

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DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
15-FEB-2021	HB Weekly Rebate		93.59	-322.54 Credit
22-FEB-2021	Standard Debit	93.59		-228.95 Credit
22-FEB-2021	I-IB Weekly Rebate		93.59	-322.54 Credit