

SafeSpace Payment Of Rent And Service Charge

When you take up a license with SafeSpace, you will be asked to pay your rent and service charge on a weekly basis.

Rent

If you are claiming benefits you will usually be eligible for housing benefit, which will pay all or a portion of your rent. Your Housing benefit money will be paid directly to SafeSpace. SafeSpace relies on the income from the rent to provide our accommodation service so it is important that you complete any housing benefit, or other benefit information promptly. Staff are available to support you with this and can accompany you to the housing benefit office or Job Centre if you need them to. Please be honest with us about your benefits, and ask for support with any letters you receive.

If you are working it is likely that you will have to pay a portion or the full amount of your rent yourself, the amount you have to pay will depend on your earnings. Sometimes it can take Housing benefit a while to calculate the amount so in the meantime we will use their calculator tool to estimate the amount you will need to pay each week. Once housing benefit confirm the amount you will need to make up any difference, or will be given a refund of any overpayments.

Service Charge

As well as your rent you must also pay a service charge that will not be covered by housing benefit. This should be paid weekly. Your Service Charge statement will be updated and issued to you each week, usually on a Monday or Tuesday. The service charge covers the cost of personal utilities, i.e: gas, water, electricity, and use of SafeSpace facilities and equipment.

If you miss two payments, you will be asked to see a member of staff to discuss a way of paying off your debt. All agreements will be kept on file.

If you miss further payments after this you will receive a warning and may have your access to some facilities restricted until your debt is reduced to less than two weeks. If you still continue to miss payments after this warning you may be given a 7 day notice to leave SafeSpace.

If you are having financial difficulties, please talk to a member of staff about your situation, before things get bad.

Other Charges

If you damage or destroy any SafeSpace furniture, equipment or parts of the building, including the items in your flat you will be expected to pay for their repair or replacement.

Final Invoice

When you move on you will receive a final invoice which lists all the payments you have made to SafeSpace and any money which you still owe us. You can continue to pay us back via a payment plan until any arrears are settled. If you have any questions about what you owe during your stay or after you leave please ask a member of staff.