

Visit www.enfield.gov.uk to sign up for an Enfield Connected account. Through , you can:

- Check your balance and payment history
- View your rent account
- View your benefit entitlement (if applicable)
- View your Council Tax account and set up a Direct Debit for your Council Tax payments
- Edit your account profile to tell us if things have changed

We have improved our online services, allowing you to access more Council services in one place, save time, and make payments easily.

If you do not have access to the internet, or would like help to set up your account, please book an appointment by telephone at one of our main Libraries where you can receive help. These are Enfield Town Library (020 8379 8341), Ordnance Unity Library (020 8379 2688), Palmers Green Library (020 8379 2711), and Internet@31 (020 8803 5785) or Green Towers in Edmonton Green.

The non-payment of rent is a breach of your tenancy conditions. If you are having difficulty paying your rent please speak to a member of the Council Housing team who are available to give advice and help.

Garage charges and parking bays

Below is the current rent, and the new rent, which will come into effect from the 3rd April 2017.

	Current rent	New rent
Standard garage	£10.00	£11.00
Parking bay	£5.00	£6.00

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

If you rent 3 or more garages, you must pay a Non Council Tenant Premium charge (NCTP) on top of the rent amount due, and pay VAT at the rate applicable, currently 20%.

If you are a private tenant, no matter how many garages you rent, you will have to pay a Non Council Tenant Premium charge (NCTP) on top of the rent, and pay VAT at the rate applicable, currently 20%.

	Current charge	New charge
NCTP charge	£2.66	£2.71

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 you details of these charges, what you owe, and how to pay on your Payment Schedule which we will send you soon.

Use and Occupation

If you are still living at this address on the 3rd April 2017 **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. If this applies to you, we will soon send you a letter that will show the actual amount you must pay every week.

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