

ENFIELD
Connected



Payment reference number 497630



To The Manager,	bank/building society
Address	
Postcode	

100,000 residents have an Enfield Connected

account - Sign up for yours at www.enfield.gov.uk

Signature(s)
Date
Official use
Tenant name:
Account number:

9826 9272 1000 0000 0497 6307

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6th April 2020

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

	<u>Dwelling</u>	<u>Garage</u>	<u>Total</u>
<u>Rent</u>	<u>87.07</u>		<u>87.07</u>
<u>Caretaking</u>	<u>4.10</u>		<u>4.10</u>
<u>Landlord Communal Service Charge</u>	<u>0.48</u>		<u>0.48</u>
<u>Grounds Maintenance</u>	<u>1.94</u>		<u>1.94</u>
<u>TOTAL</u>	<u>93.59</u>	<u>0.00</u>	<u>93.59</u>
<u>Flousing Benefit</u>	<u>93.59</u>		

YOU PAY	0.00	0.00	0.00
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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

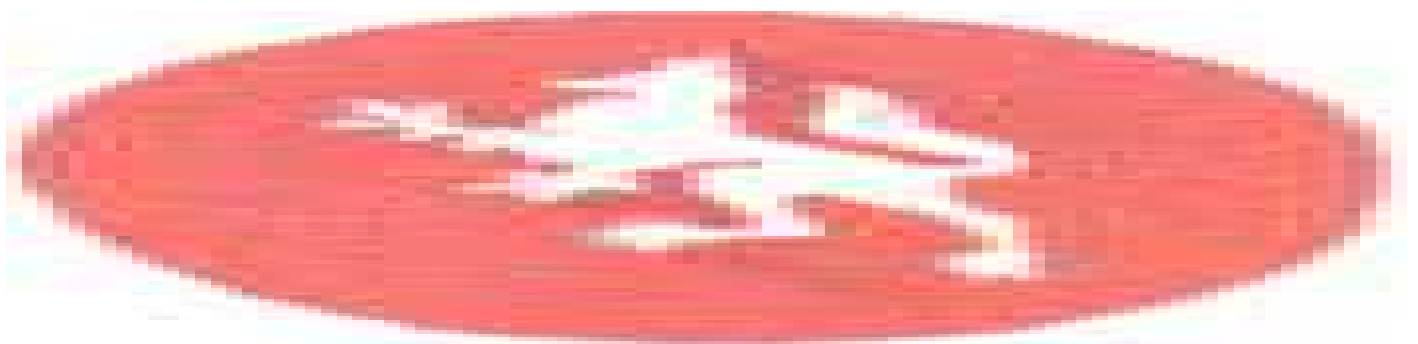
If you are still living at this address on the 6th April 2020 and if either:

- *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.



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Ba

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

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.

• 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.
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.

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 tenancy.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

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