

**Chesterfield Borough Council**

Customer Service Centre

Town Hall

Rose Hill

Chesterfield

S40 1LP

Miss Test

100 Sample Road

Sample

Chesterfield

S41 000

Talk to us : 01246 345345

8.30am to 5pm on Monday, Tuesday, Thursday Friday

10am and 5pm on Wednesday

Email: [revenues.rents@chesterfield.gov.uk](mailto:revenues.rents@chesterfield.gov.uk)

[www.chesterfield.gov.uk/rent-arrears](http://www.chesterfield.gov.uk/rent-arrears)

Your Account Number: 40000000

Weekly rent due: £100.36

Date: 17th June 2024

Rent arrears: £352.36

**Rent arrears process:**

You  
are  
here



**Reason for this letter:**

Our records indicate that there is currently an arrears balance outstanding on your rent account of: **£352.36**

**If you are having difficulty paying your rent on time:**

**Please remember we are here to help you.** Please contact us as soon as possible.



Call: 01246 345345



Email: [revenues.rents@chesterfield.gov.uk](mailto:revenues.rents@chesterfield.gov.uk)



Visit: our customer service centre

**What we need from you:**

Please pay the outstanding balance as soon as you can. You can do this online at: [www.chesterfield.gov.uk/pay](http://www.chesterfield.gov.uk/pay)

**Other ways to pay:**



Automated **telephone** line - 0345 602 0214

By using your **unique barcode**. Payments can be made at any PayPoint outlet (including Post Offices). A copy of your barcode is included on the other side of this letter.



**Direct debit** - Call 01246 345510 to set up a weekly or monthly direct debit.



By signing up for a **'My Chesterfield'** account:

[www.chesterfield.gov.uk/my-chesterfield](http://www.chesterfield.gov.uk/my-chesterfield)

## Please remember we are here to help you

### Help to pay your rent

Many people who need help with their rent are eligible to claim Universal Credit, but a few people are still able to claim Housing Benefit.

If you already receive Housing Benefit or have housing costs included in your Universal Credit calculation, you might be able to claim extra help if you are experiencing financial difficulty, we call this Discretionary Housing Payments.

[www.chesterfield.gov.uk/benefits-and-advice](http://www.chesterfield.gov.uk/benefits-and-advice) or for help to apply call 01246 345345.



### My Chesterfield

If you need to check a payment made, you can now view your rent account at the touch of a button – anytime, anywhere and on any device.

View charges, statements, letters, rent account balances and payment information, and find out when direct debits are due by signing up to 'My Chesterfield':

[www.chesterfield.gov.uk/my-chesterfield](http://www.chesterfield.gov.uk/my-chesterfield).



### Help and advice

#### Derbyshire Law Centre

Provide free legal advice and assistance on all debt matters, housing and employment to the residents of Derbyshire.

**Freephone:** 0800 707 6990

**Email:** [dlc@derbyshirelawcentre.org.uk](mailto:dlc@derbyshirelawcentre.org.uk)

#### Chesterfield Citizen's Advice

Provides free, confidential, impartial and independent advice and information on a wide range of subjects. Including debt worries, benefits claims, housing and employment problems.

**Telephone:** 0808 278 7843

#### Step Change

Debt advice service

**Telephone:** 0800 138 1111

**Website:** [www.stepchange.org](http://www.stepchange.org)

#### Money advice service

Help with rent arrears and problems paying your rent

**Website:** [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

