

Garage rent: your questions answered

Your annual garage rent is collected on a weekly basis. No rent is charged to your account during Payment Holidays. There will be four 'Payment Holidays' between 15-22 December 2014 and 9-16 March 2015.

This means that as long as your garage account is up to date there is no need for you to pay rent during the 'Payment Holidays'. If your account is in arrears you must continue to make payments to reduce or clear the outstanding balance.

How will I know when to pay my garage rent?

You can go online and register an account with us at www.birmingham.gov/register. This will let you view your account and see when your next payment is due. You can also download a rent payment calendar, set up a Direct Debit and make a payment 24 hours a day.

If my account is in arrears, do I have to pay during payment holidays?

Yes, if your account is in arrears, you must continue to make payments during payment holidays in order to reduce or clear your arrears.

What if I pay by monthly direct debit through my bank?

If your account is up to date your direct debit payments will be reduced during payment holiday months. If you have arrears on your account your housing officer will contact you to increase the amount collected to help you clear the arrears.

If you need more information about direct debits visit www.birmingham.gov.uk/rent or if you need help with your rent account call **0121 675 2006**.

Having difficulty paying your rent? Get free and independent debt advice.

If you have any difficulties paying your rent please contact your housing officer on **0121 675 2006, option 1**. If you have concerns about rent arrears or any other debts or need help to maximise your income you can get free and confidential advice from the Debt Advice Team on **0121 303 2087**.

If you would like this leaflet in Braille, in large print or on CD, please call your local Rent Team on 0121 675 2006.

Why not go online to:

- Manage your rent accounts
- Check your account balance
- Make a payment or set up a direct debit