


## Factsheet 1

# I am a Council Tenant

### I am a Folkestone & Hythe Tenant

As a tenant of Folkestone & Hythe District Council (FHDC) you can get information and advice about your tenancy, your rights and responsibilities, how to report a repair and how to apply for a housing exchange our website [www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk).

### How to pay your rent

- **Online:** Pay your rent online through the FHDC website [www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk). Go to Housing, Council Tenants and Leaseholder Service, My Account and make sure you have your rent account number ready
- **Direct Debit (DD):** To arrange a Direct Debit please call us on 01303 853330 and we can arrange this over the phone
- **Standing Orders:** You can set up a regular fixed payment by contacting your bank
- **Smartphone App:** Download the free ALLPAY App from the App store to make rent payments anytime, anywhere
- **PayPoint (allpay swipe cards):**  You can pay at any outlet which displays the Paypoint Symbol as long as you have an allpay swipe card. Please contact us to arrange for a card. You can find your nearest paypoint store here [consumer.paypoint.com](http://consumer.paypoint.com)
- **Post Office:** Pay your rent at any Post Office
- **Text Payments:** To make payment via text, please register online at the [allpay website](http://allpay.website). All you need is an allpay swipe-card and a debit or credit card.
- **Telephone:** Call us on 01303 853300 or 853394
- **Post:** Cheques should be made payable to Folkestone and Hythe District Council. Please do not send cash. Please write your name, address and rent reference number on the back of your cheque and send to Civic Centre, Castle Hill Avenue, Folkestone, Kent, CT20 2QY



## Your home is at risk if you do not keep up with your rent payments

Your rent payment is due every Monday. If you don't pay your rent on time your account will be in arrears and FHDC will take action to recover the arrears, which may eventually lead to an eviction. If you find yourself in this position, always contact FHDC to explore ways that they can help you meet your rent payments.

## Help to budget

FHDC have an inhouse Money Advice Service which any resident can access for free advice regarding their benefits and household income and budget. You can self-refer into this by emailing [revenues.benefits@folkestone-hythe.gov.uk](mailto:revenues.benefits@folkestone-hythe.gov.uk)

## Income Maximizing

If you are on a low income you can assess your entitlement to benefits and complete a budget planner to help to maximize your income at [folkestoneandhythehomelessness.entitledto.co.uk](http://folkestoneandhythehomelessness.entitledto.co.uk)

## Reporting a repair

If you live in a Folkestone & Hythe District Council East Kent Housing property you can report general repairs by calling Mears on 0800 313 4740 or for Gas Heating Repairs – Gas Call on 0800 012 9958. Alternatively you can call 01303 853300 and selecting option 1 as a Council Tenant and then Option 2 for Repairs.



## Mutual Exchange/Home Swap

Mutual exchange is basically a home swap with another tenant. It could be a council house exchange, flat exchange, bungalow, maisonette or any other property type. You may wish to swap homes locally or to another part of the country. Either way the hardest part about swapping homes is finding someone to swap your home with.

You will need to advertise your property on a mutual exchange website such as [www.homeswapper.co.uk](http://www.homeswapper.co.uk) or other sites like Facebook. Once you have found someone who is eligible to swap with you, you need to notify your local authority and complete a mutual exchange request form.



You can find out more details about mutual exchanges and home swaps by visiting the Folkestone and Hythe District Council website [Residents >Council Tenants & Leaseholder Service >My tenancy](#)

## Applying for a transfer

If your current home no longer meets your housing needs and you wish to transfer within the Folkestone & Hythe District you should complete the online housing application form on the Kent Homechoice website at [www.kenthomechoice.org.uk](http://www.kenthomechoice.org.uk) . For more information about completing a housing application please see the Folkestone & Hythe Factsheet 1 – How to apply for Social Housing