

Rents Online user guide

Council tenants and households on the housing register can access Rents Online via Housing Online. You can find instructions on how to register for Housing Online by visiting the [Housing Online user guides section on the website](#).

Purpose of this guide

This guide is intended to provide a step-by-step guide on how to use Rents Online, where you can manage your rent account(s) from any internet connected device. This includes looking up your account balance, making a payment, setting up a direct debit, requesting a rent refund, making an arrangement to repay arrears and requesting welfare benefits advice.

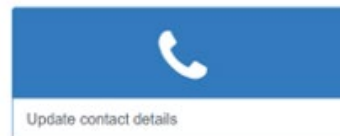
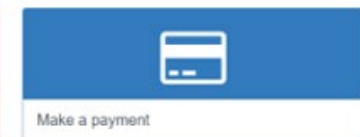
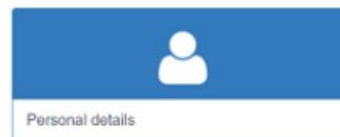
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Viewing your account details

Housing Online

Welcome to H&F's Housing Online. Here you can access housing services online, update your personal and contact details, and access Choice Based Lettings. Soon you will be able to pay rent and check your account, and report repairs and make an appointment with our contractors.



1. Log in to Housing Online and click on the **Rents Online** tile.

2. On the **Rents Online** page, you can view the following:

- Address
- Payment reference
- Account status
- Housing benefit etc

3. To view your account details, click on the **Actions** button and select **Account details** from the drop-down menu.

Home

Profile

Rents online

Welcome to Rents online.

A summary of your accounts is below. Click the "Actions" button to make a payment, check your balance, view your payment schedule and account details, and set up a direct debit.

If you would like to submit a repayment arrangement for rent arrears, apply for a rent refund, or request support from the Welfare Benefit team, you can get in touch by clicking "Home" and going to the "Contact housing services" tile.

Account details for John Stones, 145-155 King Street Hammersmith, London W6 9JU

Number of rows

Number of rows

Account type	Payment reference	Account status	Account start date	Account address	Total rent	Housing Benefit	Current balance	Credit or Debit	
Rent account	34012532	Current	14-NOV-2022	145-155 King Street Hammersmith, London W6 9JU	£167.82	£0.00	+£533.57	CR	<div>Actions</div> <div> <div>Make a payment</div> <div>View statement</div> <div>Payment schedule</div> <div>Account details</div> <div>Register for direct debit</div> </div>

4. The **Account details** page is now displayed.

On this page, you can see a breakdown of your account and service charges.

Account details

How to work out your monthly payments:

Weekly rent x 52 weeks ÷ 12 months.

Example: £100.00 x 52 weeks ÷ 12 months = £433.33 per month.

Your service charge amount is shown below, for more information on service charges, please refer to your annual rent increase letter.

Actions-

Account description	Rent Account
Address	145-155 King Street Hammersmith, London W6 9JU
Payment reference	00700711
Account status	Current
Start date	07-AUG-2000
End date	
Payment method description	Direct Debit
Account type description	Rent account

Account charges

Account charges

☐ All
 ☒ Current

Effective date

Number of rows

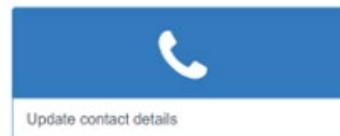
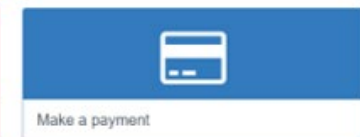
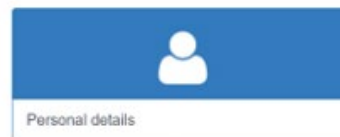
Number of rows

Account charge	Element value	Charge start date	Charge end date	Charge value
Basic rent	£159.69	03-APR-2023	-	£159.69
Caretaking	£7.01	03-APR-2023	-	£7.01
Communal lighting	£1.20	03-APR-2023	-	£1.20
Grounds Maintenance	£2.18	03-APR-2023	-	£2.18

Viewing your rent statement and downloading PDF

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1. Click on the **Rents Online** tile.

2. To view your rent account, click on the **Actions** button and select **View statement** from the drop-down menu.

Home

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Rents online

Welcome to Rents online.

A summary of your accounts is below. Click the "Actions" button to make a payment, check your balance, view your payment schedule and account details, and set up a direct debit.

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Account Details for Mrs Ann Heaphy of Flat Basement, 190 Blythe Road, London, W14 0HD

Number of rows

Number of rows

Account type	Payment reference	Account status	Account start date	Account address	Total rent	Housing Benefit	Current balance	Credit or Debit	Actions
Rent account	00284866	Former tenant account	03-MAY-1993	Flat D Second Floor, 120 Sinclair Road, London, W14 0NL	£136.89	£0.00	£0.00	DR	Actions
Rent account	10182330	Current	28-AUG-2023	Flat Basement, 190 Blythe Road, London, W14 0HD	£151.58	£0.00	£1,212.64	DR	Actions

1-2

Back to My Summary

Make a payment

View statement

Payment schedule

Account details

Register for direct debit

3. Your rent account statement is now displayed.

4. Click into the Download PDF box, this will change colour from red to yellow.

5. Click into the Open File hyperlink on the top right-hand side of the screen to download the statement

HomeProfile

statement (1).pdf
Open file
See more

Rent account statement

To make a payment you will need your payment reference [Pay Now](#)

Please note, it may take at least 24 hours for your payments to display on your rent account statement.

If you wish to download a PDF copy of your rent statement, please enter the dates you would like to see in the 'Date From' and 'Date To' boxes by clicking on the calendar icon and selecting the relevant dates. Click on the 'View' button to show these transactions on the screen and then click on the 'Download PDF' button to generate the PDF statement.

Rent account

£1,212.64

IN ARREARS Balance

Your payment reference is 10182330, please quote this whenever making a payment.

Download PDF

Sort and Filter

Show

Date From

Date To

View

Number of rows

Number of rows

Transaction date	Transaction	Payment type	Debit amount	Credit amount	Balance
12-FEB-2024	Standard debit	-	£151.58	-	£1,212.64 IN ARREARS
05-FEB-2024	Standard debit	-	£151.58	-	£1,061.06 IN ARREARS
29-JAN-2024	Standard debit	-	£151.58	-	£909.48 IN ARREARS



Print Date: 15 Feb 2024

Mrs A Heaphy

Statement Period From	15-01-2024
Statement Period To	15-02-2024
Balance as of 15-02-2024	£1,212.64

Property: FLAT BASEMENT 190 BLYTHE ROAD LONDON W14 0HD

Rent Account (Payment Reference Number 10182330)

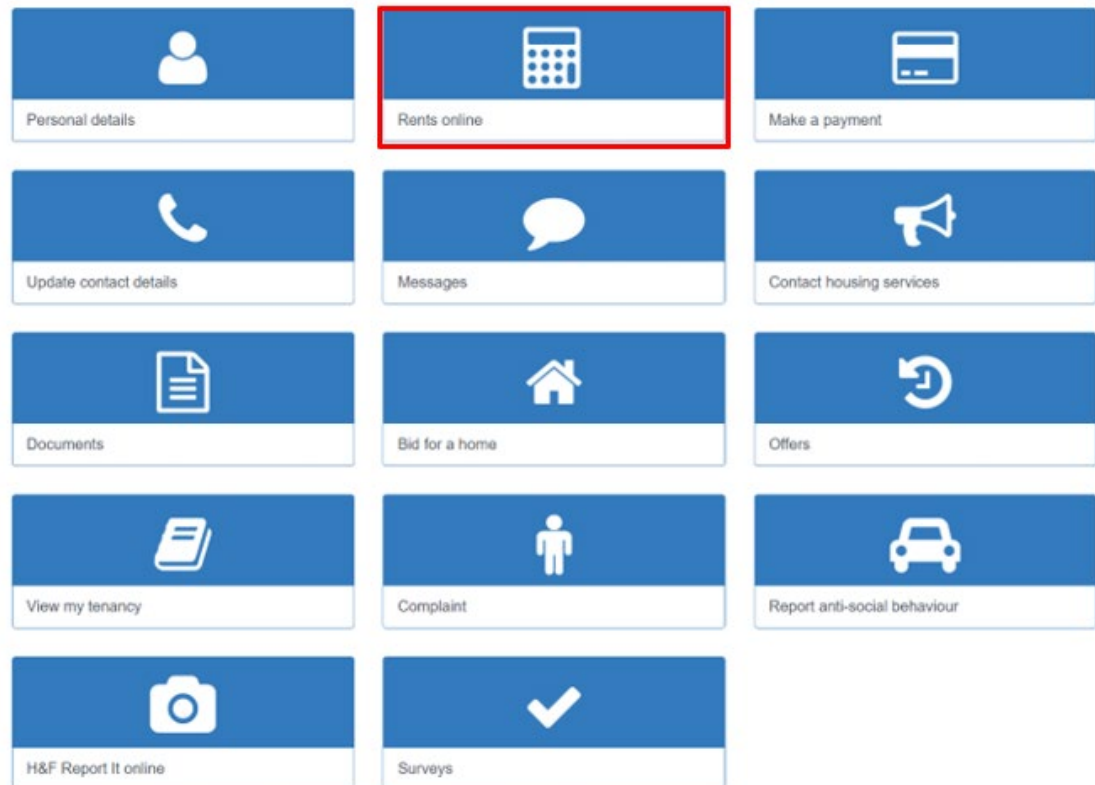
Date	Transactions	Debit amount(£)	Credit amount(£)	Balance(£)
12-02-2024	Standard debit	151.58		£1,212.64
05-02-2024	Standard debit	151.58		£1,061.06
29-01-2024	Standard debit	151.58		£909.48
22-01-2024	Standard debit	151.58		£757.90
15-01-2024	Standard debit	151.58		£606.32

6. A PDF statement will be generated.

Viewing your payment schedule

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1. Click on the **Rents Online** tile.

2. Click the **Actions** button and select **Payment schedule** from the drop-down menu.

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Number of rows

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Rent account	34012532	Current	14-NOV-2022	145-155 King Street Hammersmith, London W6 9JU	£167.82	£0.00	+£533.57	CR	<div>Actions</div> <div> <div>Make a payment</div> <div>View statement</div> <div>Payment schedule</div> <div>Account details</div> <div>Register for direct debit</div> </div>

4. The **Payment schedule** page is now displayed.

You can access and view your future payments and previous payments on this page.

To view either of these options, click on the corresponding tab.

[Home](#)
[Profile](#)

Payment schedule

On this page, you can see previous payments you've made by clicking the 'previous payments' tab. If you have a payment arrangement in place, you will be able to see future payments too.

Account type	Payment reference	Account status	Payment method	Current balance	Credit or Debit
Rent account		Current	Direct Debit	-£358.71	CR

[Future payments](#)
[Previous payments](#)

Payment type	Payment amount	Payment due
Rent payment	£529.27	01-MAR-2023
Rent payment	£529.25	01-FEB-2023
Rent payment	£529.25	03-JAN-2023
Rent payment	£529.25	01-DEC-2022
Rent payment	£477.10	01-NOV-2022
Rent payment	£477.10	03-OCT-2022

Payment schedule

On this page, you can see previous payments you've made by clicking the 'previous payments' tab. If you have a payment arrangement in place, you will be able to see future payments too.

Account type	Payment reference	Account status	Payment method	Current balance	Credit or Debit
Rent account	00700712	Current	Direct Debit	£533.57	CR

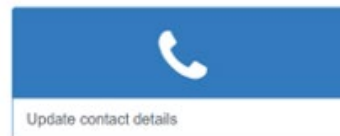
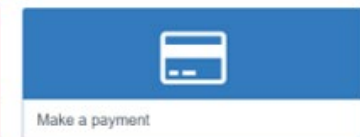
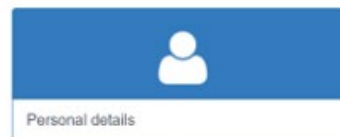
Selecting the tab labelled **Future payments** will show upcoming payments.

<div> <div>Future payments</div> <div>Previous payments</div> </div>		
<div> <div></div> <div></div> </div>		
Payment type	Payment amount	Payment due
Rent payment	£801.80	10-JUL-2023
Rent payment	£801.80	08-AUG-2023
Rent payment	£801.80	08-SEP-2023
Rent payment	£801.80	09-OCT-2023
Rent payment	£801.80	08-NOV-2023
Rent payment	£801.80	08-DEC-2023
Rent payment	£801.80	08-JAN-2024
Rent payment	£801.80	08-FEB-2024

Registering for a direct debit

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1. Click on the **Rents Online** tile.

2. To view your account details, click on the **Actions** button and select the **Register for direct debit** from the drop-down menu.

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Account details for John Stones, 145-155 King Street Hammersmith, London W6 [9JU](#)

Number of rows

Number of rows


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Rent account	34012532	Current	14-NOV-2022	145-155 King Street Hammersmith, London W6 9JU	£167.82	£0.00	+£533.57	CR	<div> <div>Make a payment</div> <div>View statement</div> <div>Payment schedule</div> <div>Account details</div> <div>Register for direct debit</div> </div>

3. The **Direct debit agreement** page is now displayed. Read through the introductory message.

4. Click **Continue**

[Home](#) [Profile](#)

Direct debit agreement



Direct debits can now be set up online in addition to the original postal method.

All the normal direct debit safeguards and guarantees apply.

To set up a direct debit online you will need to provide the bank account number, sort code and name of the account holder.

If this is a personal account, you must be an account holder and be the only person required to authorise a direct debit on the account.

If this is a business account and you are acting on behalf of a company, the company must be the account holder and you must be the only person required to authorise a direct debit on the account.

No changes to the amount to be debited, or the date or frequency of payments will be made without notifying you at least 5 working days in advance of your account being debited.

In the event of any error, you are entitled to an immediate refund from your bank or building society.

You have the right to cancel a direct debit instruction at any time simply by contacting us, or your bank or building society.

Please select 'continue' to set up your direct debit online.

[Back](#) [Continue](#)

5. The **New direct debit and bank account details** page is now displayed.

Complete the fields with your information.

6. Click the **Continue** button

[Home](#)[Profile](#)

New direct debit and bank account details

Please enter your bank or building society details and a date on which you want collections to be made.

Your bank may require up to 14 days' notice for your direct debit to be set up. If your preferred payment date falls within the next 14 days, your direct debit will not be collected until the following month.

You will receive a letter from the Rent Account Team confirming that the direct debit has been set up.

Name of account holder *

Bank/building society account number *

Branch sort code in format 00-00-00 *

Bank name *

Payment date *

MONTHLY28 - 28th of each month

Please select

- MONTHLY1 - 1st of each month
- MONTHLY15 - 15th of each month
- MONTHLY21 - 21st of each month
- MONTHLY28 - 28th of each month
- MONTHLY8 - 8th of each month

Continue

Home

Profile

Direct Debit summary details

Name of account holder

Sarah Jane

Bank/building society account number

31909425

Sort code

21-19-19

Bank/building society name

Natwest

Payment due date

17-JUL-2023

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Back

Exit

Continue

7. The **direct debit summary details** page is now displayed.

Make sure all details you have entered are correct before clicking the Continue button.

8. Click **Continue**.

9. The **direct debit schedule** page will now be displayed. Here you can see the scheduled payment date and amount.

Your bank may require up to 14 days' notice for your direct debit to be set up. If your preferred payment date falls within the next 14 days, your direct debit will not be collected until the following month.

Wording on monthly charge calculation

If your payment falls on a bank holiday or weekend, the payment will be taken the next working day.

10. Click the **Submit** button

11. A notification will pop up to confirm the direct debit.

[Home](#)[Profile](#)

Direct debit schedule

Please select number of rows

Please select ▾

Payment due date	Payment amount (£)
17-JUL-2023	812.60
15-AUG-2023	812.60
15-SEP-2023	812.60
16-OCT-2023	812.60
15-NOV-2023	812.60
15-DEC-2023	812.60
15-JAN-2024	812.60
15-FEB-2024	812.60
15-MAR-2024	812.64

[1-9](#)

[Back](#)[Exit](#)[Submit](#)

Paying your rent through the Rents Online tile

You can make a rent payment in two different ways.

Either through the **Rents Online** tile, or the **Make a payment** tile ([see page 29](#)).















1. Click on the **Rents Online** tile

Home

Profile

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 Personal details	 Rents online	 Make a payment
 Update contact details	 Messages	 Contact housing services
 Documents	 Bid for a home	 Offers
 View my tenancy	 Complaint	 Report anti-social behaviour
 H&F Report It online	 Surveys	

Make a note of your payment reference number; you'll need this on the next page.

2. Click **Actions** to bring up the drop-down menu.

3. Select the **Make a payment** option.

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Rent account	34012532	Current	14-NOV-2022	145-155 King Street Hammersmith, London W6 9JU	£167.82	£0.00	+\$533.57	CR	<div>Make a payment</div> <div>View statement</div> <div>Payment schedule</div> <div>Account details</div>

4. The **Secure online payments page** is now displayed.

5. Input your 8-digit **payment reference**.

6. Click the **Continue** button

[Payment help](#) [Cancel](#)

Secure online payments

All fields marked * are required

Payment for **Housing rents and temporary accommodation charges**

Please enter your 8 digit payment reference number, including any leading zeros where appropriate

Payment reference *

If you are having difficulty making a payment please see:

[Problems with paying](#)

Continue



Reset

Back

7. Enter **Surname**
8. Add the **Payment amount**
9. Click **Continue**

[Payment help](#) [Cancel](#)

Secure online payments

All fields marked * are required

Outstanding balance £3,333.25

Payment for Housing rents and temporary accommodation charges

Payment reference 11223344

If your outstanding balance is negative, then your account is in credit and no payment is required.

Surname *

Sarah Jacobs

Payment amount * £

Continue



Reset

Back

11. On this page, you can review your payment.

You can edit the payment by clicking on **Amend** or cancel by clicking on **Remove**.

12. Click **Continue**.

[Payment help](#) [Cancel](#)

Secure online payments

Payment For	Account Number	Amount		
Housing rents and temporary accommodation charges	00495751	£3,333.25	Amend	Remove
Total Amount		£3,333.25		

Add Another Service

Continue



13. On the **Online payments** page, add your card details. You will need your card number, expiry date and security code.

14. Click **Continue** to complete the payment.

[Payment help](#) [Cancel](#)

Online payments



All fields marked * are mandatory

Amount: £3333.25

Card Number* (No Spaces)

Expiry Date*

Security Code*

Continue



Back

Reset

Note: Clicking on the links below will open a new browser window.

MasterCard.
SecureCode.

[Mastercard: Learn more](#)

Verified by
VISA

[Visa: Learn more](#)

Paying your rent through the ‘Making a payment’ tile















1. Click on the **Make a payment** tile.

2. [Follow steps 4-14](#) in 'Paying your rent through the Rents online tile' to complete your payment.

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 Personal details	 Rents online	 Make a payment
 Update contact details	 Messages	 Contact housing services
 Documents	 Bid for a home	 Offers
 View my tenancy	 Complaint	 Report anti-social behaviour
 H&F Report It online	 Surveys	















Requesting welfare & benefit support

1. Click on the **Contact housing services** tile.

[Home](#) [Profile](#)

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 Personal details	 Rents online	 Make a payment
 Update contact details	 Messages	 Contact housing services
 Documents	 Bid for a home	 Offers
 View my tenancy	 Complaint	 Report anti-social behaviour
 H&F Report It online	 Surveys	

2. The **Contact us** page is now displayed.

Click on the **Contact housing services** button on the right-hand side of the screen.

[Home](#)[Profile](#)

Contact us

You can use the Contact housing services button to contact us about issues including:

- Cleaning/caretaking
- Rubbish collection/fly tipping
- Obstructive parking
- To submit a repayment arrangement for rent arrears
- Apply for a rent refund
- Request welfare benefits referral

If you need to contact the council about anything else, please click the Contact us link at the bottom of this page.

If you would like to upload a supporting document when you contact housing services, e.g. a picture of an abandoned car, you can do this after completing the contact form. To view the document afterwards, select the 'Home' button, then the 'Documents' tile.

You can use the search bar below to find your previous reports. Just search using your contact reference number, or a keyword.

[Search](#)

Number of rows

50

[Contact housing services](#)

3. Select **Welfare Benefits Referral form** from the drop-down list.

4. Click **Next**

The screenshot shows a web interface for 'hammersmith & fulham'. At the top left is the logo. A navigation bar contains 'Home' and 'Profile'. A 'Contact us' section lists various services like 'Cleaning/caretaking' and 'Rubbish collection'. A search bar and a 'Number of rows' dropdown are at the bottom left. On the right, a 'Housing Online Guide' link is visible. A modal titled 'Contact us reason' is open, featuring a dropdown menu with the following options: 'Please Select', 'Report issue with cleaning /caretaking on your estate', 'Report an issue with rubbish collection/ flytipping on your estate', 'Report a parking problem on your estate', 'Submit a payment arrangement for your rent arrears', 'Apply for a rent refund', and 'Welfare Benefits Referral form' (which is highlighted). The background is dimmed, and a 'Search' button is visible on the right side of the page.

The **Contact details** form is now displayed.

4. Complete the fields with your information.

5. Click the **Submit contact** button.

Contact details

Contact reference

Interpreter language, if required

If this referral is for yourself, please enter self. If you are a family member or referring from an organisation, please give the name *

If you are making this referral for someone else: Has permission to refer and share information been given by the tenant?

Please list your household members, their date of birth, their relationship to you and their income

Income: Please list all income types and values per week e.g., PIP - £87.50. If there is no income, please enter 'nil income'. *

Debts/arrears: Please list any debts or arrears that you have, with the name of the creditor and balance outstanding. If nil, please enter 'nil debts'. *

Capital savings: Please list any savings or investments you have. If there are none, please enter '0'. *

Please describe the reason for this referral, e.g., what difficulties you are currently experiencing. When you click submit, your form will be received by the Welfare Benefits team and an officer will be in touch within 5 working days to discuss your circumstances.

Is there anything else you'd like us to know?

Cancel contact

Submit contact

7. Your contact will be displayed as logged.

An officer from the Welfare Benefits team will call you to discuss your form.

In some cases, the officer will ask you to upload documents or provide evidence to support your referral.

You can [click here](#) for a step-by-step guide on uploading documents.

HomeProfile

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Number of rows

50

Contact housing services

Contact ref	Created date	Contact reason	Description	Contact status
19383	09-JUN-2023	Welfare Benefits Referral form	Created via Self Serve Contacts	<div>Logged</div> <div>Upload a Document</div>














Applying for a rent refund

1. Click on the **Contact housing services** tile.

[Home](#) [Profile](#)

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 Messages	 Rents online	 Make a payment
 Bid for a home	 Offers	 Housing applications summary
 Repairs	 Contact housing services	 Documents
 Personal details	 Update contact details	 View my tenancy
 Surveys		

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You can use the search bar below to find your previous reports. Just search using your contact reference number, or a keyword.

Search

Number of rows

50

Contact housing services

3. Select **Apply for a rent refund** from the drop down list

4. Click **Next**

The screenshot shows a web interface for Hammersmith & Fulham. A modal window titled "Contact us reason" is open, displaying a dropdown menu with the selected option "Apply for a rent refund". Below the dropdown are "Cancel" and "Next" buttons. The background shows a search bar, a table of contact records, and a sidebar with a "Search" button and "Contact housing services" link.

You can use the search bar below to find...

Enter search text here...

Number of rows

50

Contact ref	Created date	Contact reason
19381	09-JUN-2023	Submit a payment
19380	07-JUN-2023	Welfare Benefit
19379	07-JUN-2023	Apply for a rent refund
19378	07-JUN-2023	Submit a payment
19358	17-MAY-2023	Report issue with
19283	03-MAY-2023	Report issue with
19276	30-MAR-2023	Report a parking

Contact us reason

Please select a reason for contacting us

Apply for a rent refund

Cancel Next

Search

Contact housing services

status

Upload a Document

5. The **Contact details** form is now displayed. Complete the fields with your information.

6. Click the **Submit contact** button.

Contact details

Contact reference

Payment reference number (please note, you will need the specific reference number depending on which account you're claiming a refund for) *

Amount to be refunded: (£) *

Relationship to tenant e.g. self, joint tenant, other

Postal address if different to your current address:

Account number: *

Sort code in format 00-00-00: *

Name(s) of account holder(s): *

By clicking submit, I confirm that these bank details are correct and that the information I have given on this form is complete and accurate. I understand that my personal information is held securely and will be used only for local authority purposes. Type 'agree' below. You will receive a response within 20 weeks of submitting the form.

Is there anything else you'd like us to know?

Cancel contact

Submit contact

7. Your contact will be displayed as logged.

This request will go to the relevant team who will contact you.

HomeProfile

Contact us

You can use the Contact housing services button to contact us about issues including:

- Cleaning/caretaking
- Rubbish collection/fly tipping
- Obstructive parking
- To submit a repayment arrangement for rent arrears
- Apply for a rent refund
- Request welfare benefits referral

If you need to contact the council about anything else, please click the Contact us link at the bottom of this page.

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You can use the search bar below to find your previous reports. Just search using your contact reference number, or a keyword.

Number of rows

50

Contact housing services

Contact ref	Created date	Contact reason	Description	Contact status	
19382	09-JUN-2023	Apply for a rent refund	Created via Self Serve Contacts	Logged	<input type="button" value="Upload a Document"/>















Submitting a payment arrangement for rent arrears

1. Click on the **Contact housing services** tile.

[Home](#) [Profile](#)

Housing Online

Welcome to H&F's Housing Online. Here you can access housing services online, update your personal and contact details, and access Choice Based Lettings. Soon you will be able to pay rent and check your account, and report repairs and make an appointment with our contractors.

 Personal details	 Rents online	 Make a payment
 Update contact details	 Messages	 Contact housing services
 Documents	 Bid for a home	 Offers
 View my tenancy	 Complaint	 Report anti-social behaviour
 H&F Report It online	 Surveys	

2. The **Contact us** page is now displayed.

Click on the **Contact housing services** button on the right-hand side of the screen.

Home

Profile

Contact us

You can use the Contact housing services button to contact us about issues including:

- Cleaning/caretaking
- Rubbish collection/fly tipping
- Obstructive parking
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Search

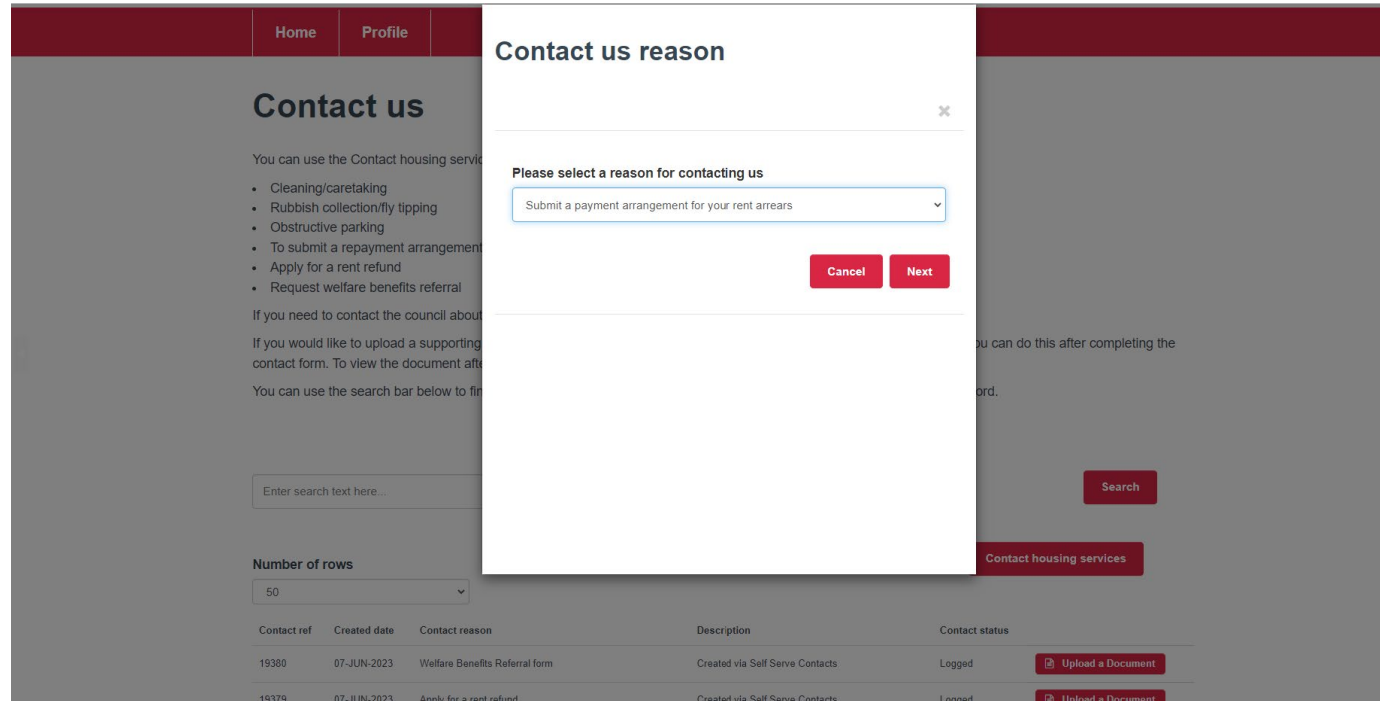
Number of rows

50

Contact housing services

3. Select **Submit a payment arrangement for your rent arrears** from the drop list.

4. Click **Next**



The screenshot shows the 'Contact us' page with a modal titled 'Contact us reason'. The modal contains a dropdown menu with the selected option 'Submit a payment arrangement for your rent arrears'. Below the dropdown are 'Cancel' and 'Next' buttons. The background page shows a list of contact reasons and a table of contact records.

Contact us reason

Please select a reason for contacting us

Submit a payment arrangement for your rent arrears

Cancel Next

Contact us

You can use the Contact housing service to report a problem or request a service.

- Cleaning/caretaking
- Rubbish collection/fly tipping
- Obstructive parking
- To submit a repayment arrangement
- Apply for a rent refund
- Request welfare benefits referral

If you need to contact the council about a problem or request a service, you can do this after completing the contact form. To view the document after you have submitted it, click on the document icon.

You can use the search bar below to find a contact record.

Enter search text here...

Number of rows

50

Contact ref	Created date	Contact reason	Description	Contact status
19380	07-JUN-2023	Welfare Benefits Referral form	Created via Self Serve Contacts	Logged
19379	07-JUN-2023	Apply for a rent refund	Created via Self Serve Contacts	Logged

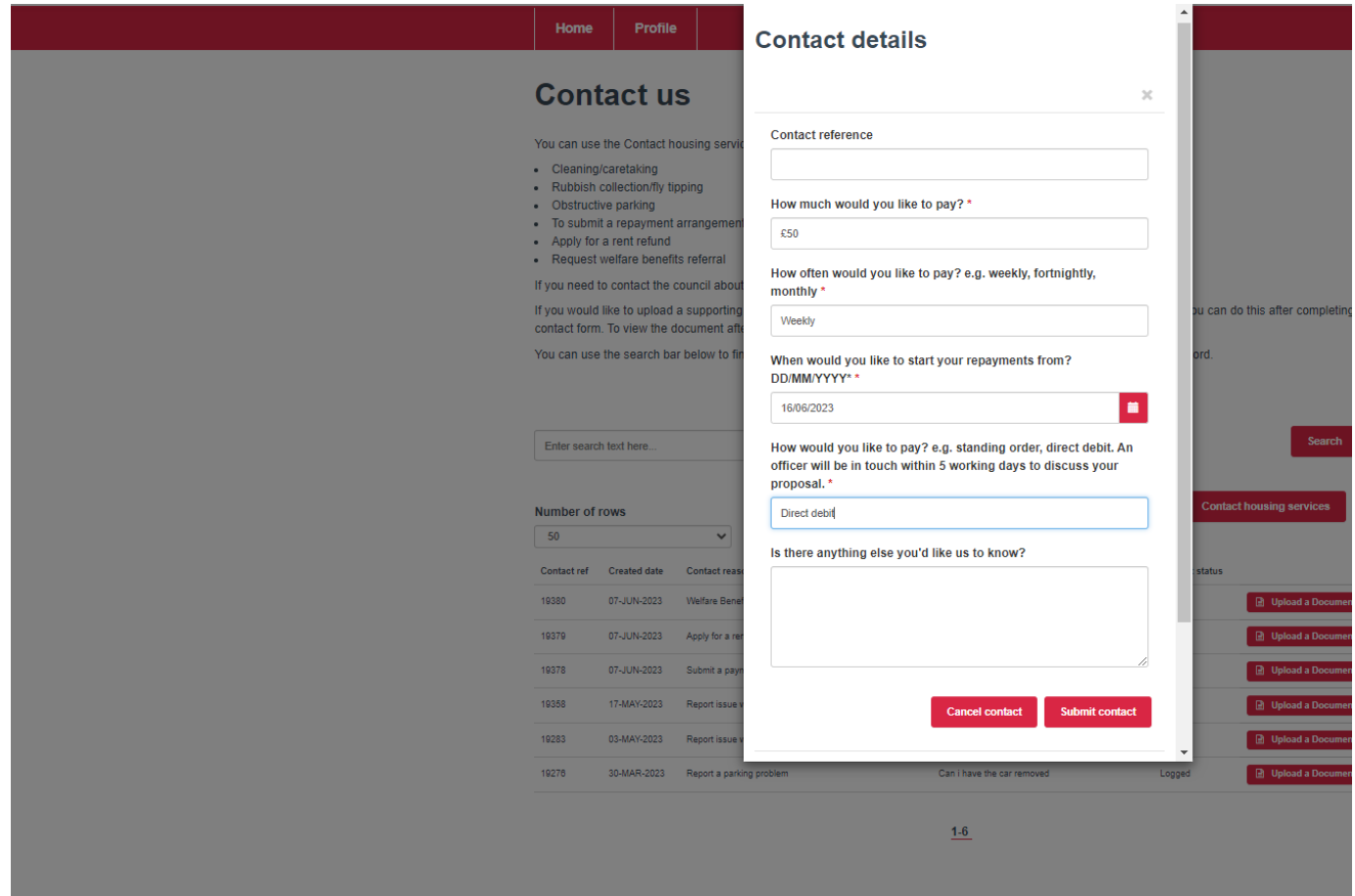
Upload a Document

Search

Contact housing services

5. The **Contact details** form is now displayed. Complete the fields with your information.

6. Click the **Submit contact** button.



The screenshot shows the 'Contact us' page with a 'Contact details' form overlay. The background page has a navigation bar with 'Home' and 'Profile' links. The 'Contact us' section lists services like Cleaning/caretaking, Rubbish collection, and Obstructive parking. A search bar and a table of contact records are also visible. The 'Contact details' form includes fields for contact reference, payment amount, frequency, start date, and payment method, along with a 'Submit contact' button.

Contact details

Contact reference

How much would you like to pay? *

£50

How often would you like to pay? e.g. weekly, fortnightly, monthly *

Weekly

When would you like to start your repayments from? DD/MM/YYYY* *

16/06/2023

How would you like to pay? e.g. standing order, direct debit. An officer will be in touch within 5 working days to discuss your proposal. *

Direct debit

Is there anything else you'd like us to know?

Cancel contact Submit contact

Contact ref	Created date	Contact reason
19380	07-JUN-2023	Welfare Bene
19379	07-JUN-2023	Apply for a re
19378	07-JUN-2023	Submit a paym
19358	17-MAY-2023	Report issue v
19283	03-MAY-2023	Report issue v
19276	30-MAR-2023	Report a parking problem

1-6

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HomeProfile

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Contact housing services

Contact ref	Created date	Contact reason	Description	Contact status	
19381	09-JUN-2023	Submit a payment arrangement for your rent arrears	Created via Self Serve Contacts	Logged	<input type="button" value="Upload a Document"/>