

FACT SHEET

How we allocate your payments when you have more than one debt

Sometimes you might have more than one debt with us, such as rent arrears, court costs, garage rent or recharges.

You can make one payment that covers all these debts and you can also let us know how you want the payment to be allocated across your debts.

If you don't do this, we'll allocate your payment in the order below:

1. Main rent account, including service and support charges
2. Court costs
3. Garage rent and parking charges
4. Former tenancy charges
5. Recharges
6. Other charges

Please contact us if you have any queries about recharges, which sit under our Recharge Policy and Procedure.

Berkshire, Devon, Oxfordshire and West of England

0800 587 2325

Hampshire

0800 988 4858

Dorset

01202 460460

Christchurch (former Spectrum)

0300 777 7837