

Ways to Pay your Rent/Charges

Direct Debits

You can pay by this method if you have a bank account. Payments can only be monthly with two choices of dates 1st or 16th. Please telephone (020) 7498 3664 for a Direct Debit Mandate form.

Automated Telephone Payments

You can pay your rent/charges using your Bank Debit card by the automated phone service on (020) 8871 6426 (7 days a week) and we can accept your rent payments over the phone just follow the instructions. You will need to have your debit card number and expiry date ready. You will also need to know your rent account number and the amount you want to pay.

Internet

You can pay your rent/charges online by visiting www.wandsworth.gov.uk/payments. You will need your rent account number (starting with 250...) and debit card details in order to pay.

Swipe Card

You can pay your rent/charges by swipe card (cash only) at Post Office and PayPoint outlets around the country. Please call us on (020) 7498 3664 to request a swipe card quoting your rent account number, name and address.

Standing Order

You may pay by this method if you have either a bank or giro bank. Payments will then be credited to your account automatically each week or month depending on your arrangements. To request a standing order please call us on (020) 7498 3664.

Where to go for advice

Battersea Citizens Advice Bureau

14 York Road, SW11 3QA
Monday 10am – 12pm and 2pm – 4pm
Tuesday 10am – 12pm
Wednesday 2pm – 4pm
Thursday and Friday 10am – 12pm

Roehampton Citizen Advice Bureau

166 Roehampton Lane,
Roehampton SW15 4HR
Monday and Wednesday 10am – 12pm
Tuesday and Thursday 1pm – 3pm
Friday 10am – 1pm

Balham/Tooting Citizen Advice Bureau

4th Floor, Bedford House
215 Balham High Road, SW17 7BQ
Monday 10am – 12:30pm and 2pm – 4:30pm
Tuesday and Wednesday 10am – 1pm
Thursday 2pm – 4pm
Friday 10am – 1pm
Web: www.citizensadvice.org.uk

Age Concern

Tel: (020) 8877 8940
Web: www.ageconcernwandsworth.gov.uk

By Post

Please note that Cheques or Postal Orders should be made payable to “Wandsworth Council” and NOT to any individual member of staff. Please ensure that your rent account number (starting with 250...) is clearly quoted reverse of the cheque or postal order.

Payments by post should be sent to:

Wandsworth Council
Director of Finance
P.O Box.18
London
SW18 2PB

Alternatively there is a quick deposit box situated in the Concourse Reception area of the Town Hall where cheques/postal orders can be deposited.

By Telephone – Accounts in Arrears Only

If you are in arrears with your rent/charges and wish to speak to an advisor to make a payment towards your arrears please call (020) 7498 3664 between 9am – 5pm you must have a Bank Debit card in order to pay over the telephone.

Visiting the Rent Collection Service

If you would like to discuss any aspect of your rent account please call (020) 7498 3664 for an appointment to come in to see your Rent Collection Officer.

If you are housebound, elderly or disabled we can also arrange a visit to your home.

National Debtline

Tel: 0808 808 4000
Web: www.nationaldebtline.co.uk

Careline

Tel: (020) 8875 0500
Minicom (020) 8875 0900

Telephone information Service for Wandsworth covering Social Services Health and Community Care.

Council Tax Service

Tel: (020) 8871 8081
Email: counciltax@wandsworth.gov.uk
Web: www.wandsworth.gov.uk/counciltax

Benefit Service

Tel: (020) 8871 8080
Email: benefits@wandsworth.gov.uk
Web: www.wandsworth.gov.uk/benefits

Housing Aid Centre

17-27 Garratt Lane, SW18 4AE
Tel: (020) 8871 6840

Connexions

Tel: 0808 0013219
Web: www.connexions.gov.uk

Aimed specifically at young people who need help.

Department for Work and Pensions Offices

Wandsworth
(020) 8682 8000

Wimbledon
(020) 8652 5000

If you require any further information contact your rent Rent Collection Officer on (020) 7498 3664

or email us at housing@careygardens.co.uk