

Rental Payments

The terms of your tenancy state that your rent is due on the first day of each month in advance (i.e. the rent for July is due to be paid on 1st July).

We encourage all tenants to pay this rent by direct debit and you will be asked to complete a direct debit form when you initially take up occupation of your property. When tenants are unable to make payment on the first of the month due to this not being in sync with their salary payment, we are able to collect direct debits on the 22nd of the month.

Whilst we strongly advise you to choose the option of payment by direct debit we are able to offer alternative payment methods:

1. Cheque – cheques may be sent by post to the administration office at Hartlepool. Please make cheques payable to Livesmart@Home and ensure they are received in good time to clear by the due date.
2. Cash – payment by cash may be made in person to the main administration office at Hartlepool. Please do not send cash through the post.
3. Debit or credit card – we are able to accept payment by debit or credit card either in person at our office in Hartlepool or by telephone to 0800 028 2936. Please note we are unable to accept payments by Amex and some Visa Electron or Solo cards and there is an administration fee of 3% for credit cards.
4. BACS – if you wish to pay by BACS please contact our finance staff either by telephone to 0191 285 0311 or via the contact us section of this website for details.

Tenants must be aware that when payments are not maintained on a regular basis Livesmart may take action to bring the tenancy to an end. Such action may result in you facing additional costs and having an adverse credit history.

If due to a change in your circumstances you are unable to maintain payments please advise Livesmart as soon as possible. You may be entitled to Housing Benefit in such circumstances and should contact your Local Authority Housing Department for more information.