



# Household bills



### Large print format available

If someone in your household needs this information in large print or as an audio recording please contact our Customer Service Centre on 020 3535 3535.

This leaflet provides a summary of the bills you are responsible for when you move into your new home.

## Household bills

You will be responsible for setting up a payment method and paying for your bills unless it is clearly stated in your tenancy agreement that they will be included within your rent or other charges.

## Your rent

You should take steps to ensure that your rental payments are covered and that you are aware, when in the month, your rent is due.

Failure to maintain your rent could result in you losing your home.

Please call us on 020 3535 3535 if you are concerned that you cannot maintain the payments on your property.

Our Paying your rent or service charge leaflet gives more information and advice.

## Council tax

You are responsible for registering with your local authority for council tax and making the necessary payments.

Council tax is set by local councils to help pay for local services. The amount you have to

pay depends on the value of your property, although some people are entitled to discounts. Contact your council for more information.

You can find your local council at [www.gov.uk/council-tax](http://www.gov.uk/council-tax)

If you do not have access to the internet, please call the Department of Communities and Local Government public enquiries line on 030 3444 0000 (between 8.30am and 5.30pm weekdays).

## Gas and electricity bills

You are responsible for paying your gas and electricity bills. You can get your gas and electricity from a number of suppliers. See a copy of the Yellow Pages or your local Thompson directory for a listing.

An online price comparison website may also help you to compare price plans. Here are two such websites:

[www.moneysupermarket.com](http://www.moneysupermarket.com)  
[www.uswitch.com](http://www.uswitch.com)

## Set it right

Sixty per cent of our average energy use in the home is on heat and hot water. So the biggest savings are likely to be found by making effective use of your heating systems.

There are a huge variety of different heating systems and they can be very confusing. We have an online resource which has simple visual guides on how to maximise the heat in your home and save money.

[www.metropolitan.org.uk/set-it-right](http://www.metropolitan.org.uk/set-it-right)

You can also contact our Customer Service Centre for further advice on ways to stay warm and become more energy efficient.

## Telephone bills

You are responsible for paying your telephone bill. You can rent your telephone line from a number of suppliers. See a copy of the Yellow Pages or your local Thompson directory for a listing.

An online price comparison website may also help you to compare price plans. See websites listed under gas and electricity bills.

## TV licence

You need to have a valid TV licence if you watch or record TV as it's being broadcast. This includes the use of devices such as a computer, laptop, tablet, mobile phone, DVD player or video recorder.

You are responsible for purchasing your TV licence from TV Licensing. There are a number of ways to pay for your licence including by Direct Debit, PayPoint, cheque or online.

To understand your specific TV licence requirements please contact TV Licensing on 0300 790 6131 or visit

**[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)**



## Water charges

You are responsible for letting the water company know that you have moved in and for paying your water rates.



Most water suppliers offer you a range of ways to pay your bill, including:

- by post
- PayPoint
- Direct Debit
- online
- at a bank or Post Office.

If you are worried that you are paying too much for your water bills, unfortunately you do not have the option to switch suppliers. You can however switch to a water meter, which could save you money as you will only be charged for the water you actually use. If you do not have a water meter your bills will usually

be based on the rateable value of your property. The rate you pay depends on where you live.

It is important to note that not all households are better off switching to a water meter. If you are a household that uses a high volume of water, a water meter may result in you paying more for your water bill. Your water provider should be able to advise you.

Most households are entitled to have a meter fitted and your water company will not charge you for this. For information about getting a water meter fitted, contact your water company.

## Useful numbers

- Thames Water  
0845 9200 888 (London)
- Severn Trent Water  
03457 500 500 (Midlands)
- Anglian Water  
08457 919 155  
(East of England)

If you are struggling to pay your energy bills or you need debt advice in general, please contact StepChange – a debt advice charity on 0800 138 1111 or visit [www.stepchange.org](http://www.stepchange.org)

**Metropolitan is a leading provider of integrated housing, care and support services.**

**Customer Service Centre**

020 3535 3535

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