
FREQUENTLY ASKED QUESTIONS

Do I have to tell Longford County Council if my household personal or financial circumstances change?

Yes, you must tell us immediately about any changes to you or your household's financial & household composition circumstances. This means you must tell us when someone in your home:

- Takes up employment
- Has their employment terminated
- A household member moves out of the property (you will have to complete form Request to Remove a Household Member & provide proof of their new address)
- Starts receiving a social welfare payment
- Household income increases or decreases
- If a joint tenant or household member passes away
- If any household member has a baby who will live in the property
- Reaches 18 years of age
- Moves into your home (they must get permission from Longford County Council to move into your home)

How do I tell the Council when my circumstances change?

You can tell us about the change by downloading and filling out the relevant rents form (below) and emailing any supporting documents to rents@longfordcoco.ie

When your documents are received, your rent will be reassessed and readjusted where necessary. We will also advise you what additional documents we may need from you in order to bring your rent account up to date.

How do I pay my rent?

- If you receive a Social Welfare payment through An Post and collect your payment at the post office, you can pay your rent using household budget deduction form.
- You can also pay your weekly rent by standing order through your bank or financial provider by filling out and returning a standing order form.
- You can contact our cash desk on 043 4333394 and pay over the phone with a credit or debit card.

- You can request the rent collector for your area to call to your home weekly for the collection of payment.
- By EFT (you need the Longford County Council bank details and they need their own reference Customer ID)

How is my rent calculated?

Household rent is calculated in accordance with Longford County Council's Differential Rent Scheme. The Scheme sets out the basis as to what income is included for rent purposes, how the principal amount is calculated, how subsidiary earners are treated for income purposes and the formula used in calculating your weekly rent.

I want to add a Household Member to my household and who is living in the property. How do I notify the Council?

You must complete the form **Request to Add a Household Member and a Rent Review form** before the person moves in; this request will be assessed by the Housing team. Supporting documentation will be required, depending on the household member you wish to add. Inclusion as a household member does not automatically entitle the new occupant to succeed the tenancy. RAS, Lease & HAP tenants are also required to provide a letter from their landlord giving permission for the additional occupant to reside at the property.

I recently got married and wish to add my spouse as either a main tenant or household member. What should I do?

As the process is different when adding either a spouse as a joint tenant or household member you are advised to contact the rents section to discuss your circumstances so that the correct procedure is followed. Contact housingliaison@longfordcoco.ie

I want to remove someone from my household who has moved out of my home. How do I notify the Council?

Where it is a household member who has vacated the property, you must complete form **Request to Remove a Household Member and Rent Review form** and provide documentary evidence of their new address to the Housing office. The previous occupant will only be removed from the date that the evidence is received into the Housing office.

What happens if I separate from the joint tenant on our Housing Tenancy?

Where either main / joint tenant separates or one leaves the property on a permanent basis there is a specific procedure that both parties must comply with in order to have just one remaining main tenant. Please refer to the document "**Procedure to Remove a Joint Tenant**" in the forms section of our website for full details. This procedure is distinct and different from that of a request to remove a household member outlined above.

What do I do if I can't pay my rent?

If you get into difficulty paying your rent or think you might get into difficulty, please contact the Income Generation Unit immediately. We are here to help you. Phone 04343 33 394

What can I do if I am in arrears (owe rent)?

You must arrange to pay what you owe by paying more than your weekly rent each week. It is important that you make an agreement with the Income Generation Unit about how to pay rent owed in this way – and that you stick to this agreement. If you are in arrears (owe rent), the sooner you tackle the problem, the better. You can contact the Income Generation Unit section by emailing rents@longfordcoco.ie or calling 043 33 43394.

You can also contact The Money Advice Budgeting Service (MABS) for independent advice: Tel 0818 07 2640. Address: Fee Court, 1 Church Street, Longford, N39 W1X7. Email: longford@mabs.ie

What can I do if my rent account is in credit?

Refunds will be granted by request, where a credit is due, following a reassessment of household income. To apply, please contact rents@longfordcoco.ie

How do I contact the rents team?

We hope this information has been helpful. We are here to help with any questions you may have about your rent. You can contact us by emailing rents@longfordcoco.ie

General Data Protection Regulations (GDPR)

Data gathered is necessary for the performance of a task carried out in the exercise of official authority vested in Longford County Council in accordance with Article 6(1) of the GDPR. The exercise of official authority is provided for under the Housing Acts 1966 to 2014 and in respect of the information sought here, section 32 of the Housing (Miscellaneous Provisions) Act 2009. Details of the Longford County Council's Data Privacy Policy can be located on our website at <https://www.longfordcoco.ie/your-council/governance/data-protection/>

Section 261 of the Social Welfare (Consolidation) Act 2005 allows for the exchange of information between Government Departments, the Revenue Commissioners, and specified organisations such as Longford County Council. Section 265 of the same Act allows the Council to access or to verify information which has been provided by the Tenant with the Department of Social Protection records for the purpose of calculating rents and so on. This does not affect the Tenant's access rights to their personal data under Chapter 3 of the GDPR.