

Finding the rent account

Need to Speak: 120% Cap Customer – Offer Support & Set Up Agreement

Councillor ☐

Supported Living Custome ☐

Member ☐

Key Business Contact ☐

Security Question 1

What is your Mother's maiden name?

Security Answer 1

Alexander

Security Question 2

What is your place of birth?

Security Answer 2

Hersham

Agreement

Universal Credit & HB Direct

Universal Credit? ☐

APA ☐

Tenancy Contacts

Contact Sub-grid View

Type	DWP Live (Ten...	Status	Tenancy	Property	Post Code (Pro...	Area (Property...	Community (P...	CHO (Property...	Rent Account ...	Start Date...	End Date ↓	Current Balanc...	Notional Balan...
Account Hol...		Inactive	12B THE TO...	12B THE TOWER, SO...	NP44 3QZ	Area 3	17	Chloe Neves	6136510191...	02/02/2...	26/04/2...	£0.00	£81.23

From the contact page, select the address under 'tenancy' on the tenancy contacts tab. This section will also tell you if the person is the account holder.

Remember, you can only speak with the account holders about the rent account unless they are an authorised advocate.

You also must have confirmed the security questions to be able to proceed.