

Rents and service charges

service standard



We aim to provide an effective rent and service charge collection service that maximises income and supports customers facing payment difficulties.

To achieve this we will:

- Explain how much rent and other service charges you have to pay
- Help you to claim Housing Benefit and Council Tax Benefit and advise you about other benefits you may be entitled to
- Offer you a variety of payment methods including Direct Debit, Paypoint, Post Office, by debit or credit card, via our website, by telephone or at one of our local offices
- Offer you incentives to pay your rent in ways that reduce our processing costs (for example by Direct Debit or via our website)
- **Provide an incentive for tenants who consistently pay their rent on time**
- Write all our rents and arrears procedures and letters in plain English and have them approved by tenants on our Rents Panel before publication
- Send you a rent statement every three months
- Send you a 12 month rent statement within 24 hours of you asking for one
- Give you four weeks notice in writing of any change to your rent (other than Housing Benefit changes)
- Always seek to collect recharges in full
- Look to continually improve ways to contact us to discuss your rent

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(continued)



- Ask you what you think of our service, and use what you tell us to improve those services

If you get behind with your rent we will:

- Offer to visit you at home or see you privately at a housing office on request within five working days
- Deal with rent arrears in a confidential and sympathetic way and explain what will happen if your debt continues to increase
- Help you to clear arrears by making a reasonable and realistic agreement with you
- Give you advice and information on welfare benefits or debt advice
- Make you an appointment with the impartial Debt Advice Service at a convenient location
- Always offer you a debt advice appointment if you want one before taking court action
- Take immediate and firm action against you if you fail to pay your rent and do not take steps to sort out the problem. This may include asking the court to issue a notice seeking possession or eviction. If we do this we will telephone or visit you first to inform you of our actions.

Further information

Call 915 4920 to discuss any aspect of your rent, make payments, or arrange a free debt advice session.

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