

RENT AND SERVICE CHARGES: WE WILL

send you a **rent statement** four times a year - and inbetween as well if you contact us asking for one - so you can check our information is correct

write to you **at least 28 days before your payments for the next 12 months change** showing how much you will need to pay in rent and service charges, broken down so you can see each charge clearly

consult you before changing the list of services we charge you for unless we have to add any services to this list for your own health and safety

make sure you know who on our team is **your contact** for any queries about paying your rent

contact you promptly if you **do not pay your rent on time.** We will need to talk to you so will offer to visit you at home if you cannot visit our office. Or we could discuss it over the phone or by email.

alert you if there is an **issue with your rent account**, again letting you know how to get support if you are having problems

work with our colleagues to make sure all your rent and/or service charge queries get a **clear, correct answer**

offer you a **variety of ways to pay** your rent, including AllPay, standing order, bank transfer over the phone and over the internet.

IF YOUR RENT FALLS BEHIND: WE WILL

agree with you a plan to pay back your arrears that you feel you can afford

always deal with the problem of arrears **quickly, sympathetically and efficiently**, respecting your right to keep your personal matters confidential

help make sure you get all the **income that should be coming your way** including housing-related benefits

refer you to an appropriate **support service** if you are struggling with finances.

ABOUT THIS SERVICE

Our housing and communities team checks that your rent and service charges are paid on time. We will advise you if you need help with payments using our expert knowledge of welfare and one-off grants. If your payments fall behind we will check you are getting all the financial support you qualify for and agree with you a plan to pay off your arrears.

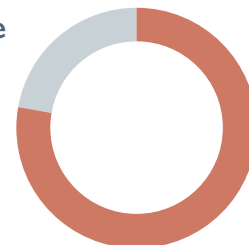


Moving out if you still owe us rent

If after your tenancy ends you **still owe us rent** we will contact you to arrange for you to pay it back. If you break this arrangement our efforts will continue, **involving the courts** if we have to.

You say we treat you fairly and with respect

78%



If you think we are not meeting our service standards please tell us.

2023 ACUITY SURVEY