



# Service standard: Managing Your Rent

A guide to how we manage your rent and service charges payments



We are committed to providing high quality services and safe and secure homes for our tenants.

This service standard explains what services you can expect from us when dealing with your rent account and rent charges.

## Managing your Rent Account

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We will offer you a variety of ways to pay your rent, including by standing order, BACs, cash or cheque.

Your tenancy/license that you sign states that you will be in breach of this agreement if you fail to pay any charges due on time. Payments can be made weekly, fortnightly or monthly as long as the amount paid is the correct amount due.

We send out rent statements every six months to all tenants which gives information about your rent account and all payments that you have made. Additional statements can be requested at any time.

We will monitor your rent account regularly and offer prompt advice and guidance where needed.

## Managing Rent Arrears

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If you do get behind on your rent payments and start falling into arrears then we will deal with this matter quickly, efficiently and in a confidential way.

We will give you flexible options for paying your rent if you have fallen behind, and as set out in our Rent, Arrears and Voids Policy and Procedure, we will contact you at every stage of the process.

We will take all reasonable steps to keep you informed and discuss any arrears issues with you either in your home, at one of our offices, over the phone or in writing/via email.

We will take a firm but fair approach when dealing with rent arrears. We will deal with every case on an individual basis providing help and support to those who are having genuine difficulty paying their rent.

We can offer you advice on benefits and dealing with debt or can refer you to other agencies that might be able to help. We will also work with you to apply for funding and if you are entitled to Housing Benefit or Universal Credit then we will help with your application.

## Rent and Service Charges

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We will set your rent and service charge in accordance with your tenancy agreement and our rent setting policy which will both follow the rent standard set by the regulator.

Rent and service charges are reviewed annually using guidance and formulas set by the regulator and any increase will be implemented from the start of the new financial year.

Before making any increase to your rent or service charge we will give you 28 days notice in writing. This rent increase letter will include a breakdown of your new charges and you have the right to request further detail on how we have calculated these increases.

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## Moving Out

If you are in arrears when your tenancy ends, we will contact you to make an arrangement for you to pay what is owed. An affordable payment plan will then be set up.

If you do not keep to this arrangement then further/legal action could be sought in order to recoup any debts owed.

If your rent account has been paid in advance and you are in credit, then a refund will be paid directly back to you.

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## How we monitor these service standards

We monitor our performance in numerous ways, and use reports from complaints and residents' surveys, and informal feedback.

Regular internal accountability meetings are held where all arrears are discussed in detail and relevant action plans are agreed.

KPI reports are produced quarterly to monitor and analyse former and current arrears and the percentage of rents paid on time throughout each service area. We monitor our service by analysing feedback through tenant surveys.

Rent debtor levels are monitored quarterly by the finance and audit committee.

## More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

## Contact details

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