

**Home Safety &  
Quality**

**Transparency  
Influence &  
Accountability**

**Neighbourhood  
& Community**

**Tenancy**

## **Rent and other Income Collection Service Standard**

**We will provide an effective rent and service charge collection that maximises income. We will support tenants and leaseholders who have difficulty paying their rent and service charges**

### **To achieve this, we will:**

- **Provide you with information about your rent and service charges, by:**
  - Explaining how much rent and other service charges you have to pay. If you claim benefits we will tell you how much rent you are likely to have to pay each week.
  - Ensuring all our rents and arrears letters are written in clear and accessible language (English or other languages).
  - Sending you a rent statement every 12 months and within 24 hours of you asking for one.
  - Giving you four week's notice in writing of any change to your rent and service charges (other than Housing Benefit changes).
  - Responding quickly to your notification of any change in circumstances (such as a bereavement) and advise you how this affects the amount of rent you will have to pay.
- **Provide you with convenient ways of paying your rent and service charges by:**
  - Offering you the opportunity to pay your rent in a variety of convenient ways, including:
    - Direct Debit
    - Via our website
    - Telephone
    - Standing order
    - Pay point
    - Post Office
  - Where we have collected too much rent or service charge income from you, repaying you within ten working days by your preferred method.
- **Taking a firm but fair approach to recovering rent and service charge arrears and other debts which are outstanding by:**
  - Being available to help and support you if you experience difficulties in paying your rent, service charges and debts.

- Intervening at an early stage to prevent rent or service charge arrears from building up and making manageable agreements.
  - Working with you to claim housing benefit and council tax benefit and provide you with information about other benefits you may be entitled to.
  - Directing you to specialist agencies that provide benefits advice.
  - Directing you to money advice and ethical financial services that are provided by other agencies.
  - Striving to collect as much money owed to us as we possibly can and telling you how we performed.
- **To keep you informed about how well we're doing we will publish the following performance measures each year:**
    - % of rental income collected.
    - Number of tenants who were evicted for rent arrears.
    - % satisfaction that the landlord treats tenants fairly and with respect.
    - % satisfaction that the landlord keeps tenants informed about things that matter to them.
    - Number of tenants supported through the Tenant Support Fund and referrals to welfare and money advice.