

Rent payments: service standards

It is an essential part of your tenancy agreement with the council that you pay your rent. Failure to pay your rent is a serious matter and you could risk losing your home.

To help you pay your rent, we:

- ✓ have put in place a range of ways for you to pay
- ✓ provide advice and support in managing money, dealing with debt and maximising income, for example by ensuring you apply for all the benefits you are entitled to
- ✓ can put you in touch with other agencies that can also offer help and advice with managing money and maximising your income
- ✓ will work closely with any advice agency or authorised person that is acting on your behalf, helping you manage your money
- ✓ will agree realistic payment arrangements with you if you owe rent, taking into account your financial circumstances
- ✓ use various ways to contact you, including by phone, written reminders and home visits.

If you ever have difficulty paying your rent, please contact us immediately to discuss this – don't leave it until the arrears get out of control.

To make managing your money as straightforward as possible, we will:

- ✓ send accurate bills and notification letters promptly
- ✓ minimise any delays in making benefit payments
- ✓ take early recovery action, to avoid you building up large debts
- ✓ not take unnecessary recovery action in cases of genuine hardship
- ✓ agree extended payment arrangements, in accordance with our debt management strategy.



Our rent payment promise

We will measure our performance against the following standards, so you can judge how well we are delivering our rent payment service.

We will:

- ✓ send you a rent statement every 3 months
- ✓ give you at least 28 calendar days' notice of any rent or service charge changes.

If you owe money, for example, if your rent account is in arrears, we will:

- ✓ respond to any enquiry from you within 5 working days
- ✓ send you a reminder, if appropriate, within 14 calendar days if you miss a payment, telling you the amount due, how you can pay it and what will happen if you don't repay the debt
- ✓ confirm any payment arrangement we make with you to clear any arrears, in writing within 3 working days.

