

Managing your rent account.

The standard you can expect from us.

Making sure you pay your rent on time and keeping your account in credit, is an important part of managing your tenancy with us. We will help by giving you guidance and making it as easy as possible for you to pay your rent by providing a wide range of payment methods.

Paying your rent

- Provide a wide range of methods to pay your rent including direct debit, telephone payments, online payments via our website, or a rent payment card which can be used at any post office or PayPoint agent.
- Make it as easy as possible to contact us if you are having difficulties managing your rent account, either by telephone, email, letter, via our website, in person, or through an advocate.
- Give you advice and guidance on managing your account, including information to support you to make informed decisions.
- Provide help if you are struggling to manage money, your rent account or pay everyone you owe money to and refer you to external, specialist agencies.
- Review your rent annually using a formula set by the government and tell you if there are any changes to the rent you pay.
- Tell you if you have to pay a service charge to cover the cost of services and utilities such as communal gardening, cleaning and energy costs.
- Provide a dedicated Income team to help you with any enquiries about your account and a Financial Inclusion Officer who can work with you to assess your finances, help you manage your money and maximise your income.



Managing rent arrears

- Monitor accounts on a weekly basis and when an account is not being managed in line with the tenancy agreement, make contact with you either by letter, telephone or email.
- Take a firm but fair approach to dealing with rent arrears.
- Deal with every case on an individual basis providing help and support to those who are having genuine difficulty paying their rent.

Seeking possessions and possession proceedings

- Serve a notice seeking possession, the first step in taking legal possession proceedings against a tenancy, if your rent account continues to fall into arrears and there is no contact to discuss this or reach a repayment agreement.
- Apply to the County Court for a possession order if your debt is not paid or a repayment agreement is not reached to clear the arrears by the expiry date of the notice seeking possession. If possession proceedings are initiated against you, this may result in court costs and the loss of your home.
- Make evictions a last resort and always help you to manage your rent account.
- Set up a sub account(s) for any court cost or housing benefit overpayment arrears you may owe, so you can clearly identify the balance outstanding. Where there are arrears on multiple accounts, the rent account will be prioritised as the primary account, in respect to repayments.



How will we make sure we are doing what we say?

- Regularly review our performance and customer satisfaction with the service against our internal performance indicators.
- Report performance in our annual report.



How will we share how we are doing with you?

- Clearly communicate what action we have taken and advise you of what you can do
- Give you the opportunity to feedback on the service you have received.