

Rent Collection

We use your rent to pay for repairing and managing your home and to cover the cost of any improvements. That is why it is important that you make sure you pay your rent on time.

What you can expect from us

To receive a rent service where we:

- collect rent owed to us as efficiently as possible
- treat all our customers fairly
- respond to correspondence as quickly as possible, providing information as necessary
- provide you with advice on making a universal credit, housing benefit or council tax support claim when you are assigned to your Rent Collection Officer
- send you prompt reminders when monies are owed
- provide a range of payment methods to make it easier for you to pay:
 - direct debit
 - standing order
 - online payment options
 - post office/paypoint
 - telephone 24hr payment line
- offer you the option of managing your rent account on-line using our Tenant Portal service which will include being able to use this to:
 - view and print rent account statements
 - make a payment
 - raise a request 'contact us' and receive a response to your enquiry
 - update contact details
- refer you to specialist debt or money advice if needed
- provide help and advice when claiming welfare benefits
- make prompt contact you if you fall behind with your rent payments
- make reasonable and realistic arrangements should you fall behind with your payments
- inform you in writing if we are taking legal action for rent arrears
- apply to the DWP for an alternative payment arrangement, a deduction from your universal credit will then be made to your Landlord
- provide you with a dedicated Income Collection Officer to help you manage your rent account
- advise you of any change to your rent in writing at least 28 days before this is made
- keep you informed of any changes to the service that will affect you
- take into account any vulnerability within your household and make reasonable adjustments where required.

We will measure our success by:

- amount of rent collected
- reduction in the amount of current rent arrears
- reduction in the number of tenants with ongoing rent arrears.