



Service standard: Managing Your Rent

Managing Your Rent Standards – a customer guide to how we manage your rent and service charge payments

We are committed to providing high-quality services to our tenants.

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

Managing your rent account

We will offer you a variety of ways to pay your rent, including by direct debit, by swipe card, over the phone and on the internet.

We send out rent statements every three months to give you information about your rent account and all the payments you have made. If a rent statement is required between those times you can ask us for one and we will send it out within ten working days.

Your tenancy agreement says that you must pay your rent to NCHA in advance. This could be weekly, fortnightly, monthly, or four-weekly as long as the rent is being paid in advance and your rent account is always clear or in credit.

If your rent account has been paid in advance and you have paid us too much we will refund the amount you have overpaid on request, up to the amount required to keep your rent account payments up to date and in advance.

Managing rent arrears

If you get behind with your rent and have a rent debt, we will always deal with the matter quickly, efficiently and in a confidential and sympathetic way.

We will give you flexible options for paying your rent if you have fallen behind with your payments and, as set out in our Rent Arrears Policy, we will contact you at every stage of the process for dealing with your rent arrears. Our staff will discuss rent issues with you either in your home, at one of our offices, over the phone or by email. If we have a mobile telephone number for you we will send you texts if your rent account is not paid in advance.

We can offer you advice on benefits and dealing with debt, or can refer you to other agencies that might be able to help you. We will also work out whether you are entitled to Housing Benefit and help you fill in the forms for claiming it. If you are transferred to Universal Credit, NCHA will support you by offering advice about banking, budgeting and offer IT training.

We can also help you open an account with a Credit Union to pay your rent, for help with budgeting, savings and access to affordable loans.



Moving Out

If you owe us rent after your tenancy ends, we will contact you to make an arrangement for you to pay the debt. If you do not keep to this arrangement, we will pass this on to a debt-collection agency.

Rent and service charges

We will send you a breakdown of your rent and service charges every year.

Before making any increase or decrease to your rent or service charges we will give you 28 days' notice in writing.

How we monitor these service standards

We monitor our service standards by asking you if you are satisfied with the service and by looking at the feedback you give to us.

This information is looked at by tenants and used to improve our Income Team.

We will report on how we are doing every year in LINK Magazine and on our website.

More information

If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

Contact details

Telephone:

0800 013 8555 / 0115 844 3150 (Main Switchboard)

0800 317 861 / 0115 844 2931 (Maintenance)

Email: info@ncha.org.uk

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Reporting Repairs: Maintenance Dept.
[Tel:0800 0138555](tel:08000138555); 0115 8442931 (24 hrs)
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Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email nottingham@ncha.org.uk