

Service standard: Managing your rent

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. This standard also applies to Almshouse customers who pay a maintenance charge rather than rent.

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 affordable and social housing customers which gives 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 account must never be in arrears. Payments can be made weekly, fortnightly, monthly or four-weekly as long as the rent paid is the right amount.

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

Managing rent arrears

If you get behind with your rent (we call this 'getting into arrears') 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. 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.

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 either Housing Benefit or Universal Credit and help you apply for this.

Moving out

If you owe us rent after your tenancy ends, we will contact you to make an arrangement for you to pay the arrears. 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 to your rent or service charges we will give you 28 days' notice in writing.

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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 services. We will report on how we are doing every year in Link magazine and on our website.

More information

If you don't think we're meeting the standards set out above please let us know.

Email info@ncha.org.uk to get in touch with us. Alternatively you can call us on 0800 013 8555.

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.