

income generation team

We will contact anyone who falls behind with their rent. We believe it is not fair to those tenants who do pay their rent on time to allow a minority not to do so. However we also realise that tenants do sometimes have financial difficulties and we will provide support on these occasions.

as our commitment to you we will

- Give you 4 weeks notice of your annual rent increase, advising you what your new rent will be and from what date it is payable.
- Provide a rent account statement four times a year.

as part of our routine service we will

- Provide advice and assistance if you have any worries about not being able to pay your rent.
- Help you to make an arrangement to pay that fits in with your means, if you are unable to pay the debt in full.
- Arrange appointments in your own home at a time convenient to you.
- Help you to claim any Housing Benefit you are entitled to, and forward Housing Benefit claim forms to Rossendale Council by the end of the next working day.
- Set a realistic payment agreement with you.
- Keep you informed at all stages of the arrears process.
- Take firm action against you if you do not work with us to pay your rent.
- Provide a range of payment methods and explain these to you.
- Listen sympathetically if you have financial or other problems, and refer you to other support agencies for independent advice where appropriate.
- Treat you in a fair and consistent manner that is sensitive to your individual needs.

- Inform you of any rent still outstanding at the end of your tenancy.
- Inform you if your account is in credit at the end of your tenancy and send you a refund.
- Ensure that you have access to independent advice.
- Use only reputable debt recovery agencies to assist us in collecting former tenant arrears.
- Include any former tenant arrears outstanding in references given to other housing providers.

