

Rent and Income Management



1. Pennine Housing 2000 is committed to collecting all the money that is owed to us. We will do this in a way which recognises that some customers may need help and support in meeting their payment responsibilities.
2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.
3. We will develop links with organisations so that individuals can manage their income for the best advantage. As a minimum, we will work with Calderdale Council Housing Benefit section, Department of Work and pensions, Citizens Advice Bureau and Calderdale Credit Union.
4. We will provide a range of ways in which you can pay your rent and service charges. As a minimum this will include Direct Debit, swipe card at post offices and many other locations, Credit and Debit cards over the Internet or by telephone and cheque or cash.
5. We will offer guidance and assistance to enable customers to claim any Housing and other Benefit to which they might be entitled. As a minimum, this will include basic benefit check, assistance with completing application forms and passing verified Housing Benefit forms to Calderdale Council within one day of having received all the required information from you.
6. We will explain payment methods, service charge accounts and financial information in plain language.
7. We will provide you with a rent statement four times each year, and at any time on request.
8. We will provide support and advice to anyone who has financial or other problems in meeting their rent service charge payments.
9. We will try to agree with you as to how any debt can be paid and by when. Where an informal approach to arrears fails, or you do not contact us when requested, or keep to an agreement, we may take legal action against you. If we have to do this, you will have to pay our Court costs.
10. We will keep you informed at all stages of the arrears process.
11. Eviction will only be considered as a final resort when all other reasonable actions have failed.
12. We will do our best to obtain contact details of former tenants or their representative, and to keep that information up to date.

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service standards

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13. If it appears that there is an amount of rent or other charges still to pay after a tenancy has ended, we will write to the former tenant or their representative within 7 days of the tenancy ending.

14. Because Housing Benefit and Supporting People grant are processed by Calderdale Council, we cannot guarantee that former tenants or their representative can assume that there are no former tenant arrears to pay if they do not hear from us within 7 days of the end of the tenancy. If any benefits are to be reclaimed, we will write to you within 7 days of us being notified by Calderdale Council.

15. We will try and agree with former tenants or their representative as to how any debt is to be paid, and by when. We will provide contact details for independent advice organisations.

16. We will provide statements of the amounts still to be paid upon request.

17. If we cannot reach agreement on payment of former tenants arrears in a reasonable time, we will use a variety of ways to enforce payment. This may include the use of reputable Debt Recovery Agencies. We reserve the right to add any additional costs of collection to the original outstanding amount.

18. If a former tenant applies for another Pennine home at any time, we will consider the amount and progress of repayment of any former tenant arrears as part of our allocations process.

19. If you ask us to provide a reference in connection with housing, including other landlords and mortgage providers, we will include details of any outstanding former tenant arrears in the reference.

20. If we owe former tenants or their representatives any money, we will make a refund by cheque within 14 days of the end of the tenancy, provided that we have a forwarding or contact address. We reserve the right to delay payment where it seems to us that it is likely that a benefits overpayment will reduce or cancel out the credit, or that other charges are owed to us, until the amount of any credit is definitely known.

21. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.

22. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here ([1.21MB PDF Download](#)). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000.