

# Collecting Rent & Service Charges

## Service Standard

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Our purpose is to ensure income from all our tenures is maximised by delivering a proactive, customer focused and a performance driven service to our customers in the changing environment of Welfare Reform.

We will achieve this by:

- Offering our customers a range of services to pay their rent and service charges
- Providing our customers with different ways to engage with our service
- Ensuring a robust, fair and consistent approach to recovery of rent and service charge arrears
- Supporting our customers with paying their rent and service and service charges

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

## Your Rent Account & Service Charges

We offer a range of services to pay your rent and service charges. This includes:

- Direct Debit
- Online Payment Service (Debit/Credit Card) – available 24 hours a day, 7 days a week
- Automated Telephone Payment Service: 0330 041 6497 – available 24 hours a day, 7 days a week
- Payment Reference Card at Post Office or PayPoint outlet

We send out rent statements every 6 months to give you information about your rent account and all the payments you have made. If you require a rent statement, you can request a copy from us and we will send it to you within 5 working days.

Under your tenancy, your rent account must not be in arrears. Payments can be made weekly, fortnightly, monthly, or 4 weekly as long as the payment made is the correct amount. The easiest and most reliable way to make your payments is by Direct Debit.

We would like everyone to have or achieve 1 months' rent, in advance, on their account. We call this 'getting into credit'. If you have paid us too much, we will refund the amount you have overpaid, up to the amount required to keep your rent account, in advance of 1 months' rent.

## Rent Arrears

If you get behind with your rent we will:

- Deal with the matter quickly, efficiently and in a confidential way
- Contact you at every stage of the process for dealing with your rent arrears. This contact will be in the form of telephone calls, emails, text messages and letters
- Discuss your situation with you over the phone, by email or at your home (in exceptional circumstances)
- Consider an affordable payment plan for paying your rent and arrears
- Offer you advice on benefits and dealing with debt
- Refer you to local agencies that might be able to help you
- Advice you on Housing Benefit or Universal Credit to help you pay for your rent

## Ending your Tenancy

Upon receiving your notice to end your tenancy we will:

- Contact you within 48 hours to confirm your final rent balance and any other outstanding charges on your account

- Agree how and when these payments will be made, before the end date of your tenancy

If you owe us rent or any other charges after your tenancy ends, we will contact you to collect payments for these amounts. If you are unable to make payment in full, we will make a payment plan with you to pay your rent arrears and/or charges. If you do not keep to your payment plan, we will pass the matter on to a debt collection agency.

## Changes to your Rent and Service Charges

We will send you a breakdown of your rent and service charges every year. Before making any changes to your rent or service charges we will give you 28 days' notice in writing.

## How to contact us

### In writing:

Customer Service Centre  
Chorus Homes Group  
Brook House, Ouse Walk  
Huntingdon PE29 3QW

### Call us:

0345 2669 760

### Email:

customerenquiry@chorushomesgroup.co.uk

### Website:

www.chorushomesgroup.co.uk



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