



Our rent and payments offer and standards

We want you, and as many future customers as possible, to be able to live in a home that is warm, safe and secure. To achieve this, we need our customers to take responsibility for their rent and other payments. Our rent and payments offer and standards show how we will encourage, support and enable customers to manage their accounts. It also outlines the level of service to expect from us.

We will....



provide you a range of secure [ways to pay](#), encouraging Direct Debit as our preferred method of payment.



annually review and set your rent (within Government guidelines or market rent levels) and your service charges (so they only cover our reasonable costs), sending you a new Direct Debit schedule.



let you know with at least 28 days' notice if there are any changes to your rent, service charges or Direct Debit. and give you at least 28 days' notice should there be any changes (i.e. the amount, the date or frequency of your payments).



provide you with access to your rent statements through your online customer account, or by sending out paper copies on request.



take reasonable steps to work with you to clear any arrears. This includes referrals to our own inhouse support teams, referrals to appropriate agencies and agreeing repayment plans.

If you are struggling to cover your rent payments and other charges, please get in touch with us as soon as possible.

We know we've been successful in delivering our offer and standards when....



you consistently rate us 7 and above out of 10 for services we provide for the rent you pay.



you consistently rate us 8 and above out of 10 for the way we handle rent payment enquiries.