

## Rents

These Service Standards for Rents sets out the service you can expect from KHT regarding your rent. We will aim to provide an effective rent and service charge collection service that maximises income and supports our customers.

### Service Standards – Rents

We will:

- Consider the affordability of our rents in line with current socio-economic and local income issues
- Notify you in writing each year of any increases in rent and service charges four weeks prior to the increase.
- Help customers to claim Housing Benefit and Council Tax Support as well as Universal Credit. We can also provide Welfare Benefits advice to support customers through welfare reform
- offer a wide range of payment methods including:
  - direct debit payments
  - telephone payments by debit/credit card
  - in person by cash or debit/credit card
  - internet payments
  - post office
  - PayPoint
- Send you a rent statement twice a year or upon request
- Notify you of new and amended direct debit payments 10 working days before the payment is due
- Give a receipt for all payments received at our offices or an authorisation code for phone payments immediately
- Contact you within 2 weeks of your account falling into arrears
- Pursue rent arrears in accordance with our Rent Recovery policy, which is available on request
- Ensure all our letters and arrears procedures are in plain language and have them approved in consultation with customer focus groups
- Refer you promptly to appropriate agencies for advice and assistance if you have difficulty in paying your rent
- Provide a new or replacement plastic payment card within five working days of request
- Visit at agreed appointment times with you or offer you a private interview at a housing office or at your home to discuss benefits or money advice
- Make a reasonable agreement with you to clear your arrears. We will take no further action if you keep to the agreement.

*This information forms part of the Your Tenancy Local Offer*