

Income Management **Service Promises**

Developed and agreed in partnership with our customers

How we will help to prevent arrears:

We will:

- Provide clear and concise information and advice on rent accounts and any outstanding debts to all customers to address any issues before legal action.
- Discuss issues sympathetically, sensitively and confidentially.
- Encourage people to contact us as soon as they can if they are experiencing difficulties in paying debts and try to reach a fair repayment agreement.
- Offer advice on entitlements to welfare and Housing Benefits, complete forms where necessary or refer you to an appropriate organisation for specialist advice

How we will tackle rent arrears / debt owed:

We will:

- Give you sufficient warnings about action that will be taken and tell you.
- If we decide to take court proceedings to seek repossession of your home. We will encourage you to attend court, explain your legal rights and ensure that you are informed of the decision.
- Explain the consequences of actions of not adhering to agreements, and explain the problems that you may experience with us or another landlord should you apply for another home.

**These service promises can be produced in key community languages,
large print, Braille, or on audio tape.**

Please contact the Customer Service Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.

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