

PAYING YOUR RENT

The rent that you pay for your home impacts on the services that we can provide to everyone. As a tenant you are responsible for making sure that you pay the rent due on your property. There are lots of ways you can pay your rent, for example:

Ways to pay:

- Direct Debit (straight from your bank or Building Society)
- By Telephone (including 24/7, 365 payments line)
- Securely via the internet at www.togetherhousing.co.uk
- Standing order (contact us to discuss)
- Cheque, credit or debit card
- At "Allpay" outlets (e.g. Post Office; shops with 'Pay Point' logo)

We will:

- Advise all new customers in a clear and understandable manner what rent they should be paying and arrange to set up their preferred method of payment.
- Send you a statement or information about your account up to four times a year by any method you choose (online, paper rent statement or text message) to keep you informed of your balance and the date your payment is due.
- Inform you at the earliest opportunity about any monies due and how often payments need to be made.

- Provide help and advice to any customers who fear they will get into debt.
- Where a debt arises we will contact you at an early stage before debts become too difficult to manage and keep you informed of any action being taken at each stage of recovery.
- Promote opportunities we think might improve your income.
- Set your rent in line with directions from central Government and our Regulators (The Homes & Communities Agency).

When you contact us we will:

- Help you with any concerns and queries about issues with your rent account and offer help directly or by informing you of other organisations that could help you.
- Offer to meet with you to discuss the concerns you may have about your account.
- Work with other agencies to help you resolve any issues.
- Keep you updated with any action that might be ongoing.

How can you be sure that Together Housing Group is meeting these standards?

- We will publish feedback about how customers are accessing and understanding our service.
- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.

Contact us

In the first instance, please use our website (www.togetherhousing.co.uk)

0300 555 5561	Chevin
0300 555 5556	Green Vale
0300 555 5559	Housing Pendle
0300 555 5557 0300 555 5558	Pennine (Cald) Pennine (Sheff)
0300 555 5560	Twin Valley Homes
Our office hours are 9am until 5pm Monday to Friday.	

Note: - We have a complaints process that is quick, clear and accessible. Please refer to our Complaints Service Standard for details.

THG RENT V1 - Feb 16, review Jan 2018