

# Paying for your home

## Service Standard

The rent that you pay for your home helps to provide a range of services, including maintaining your home and the neighbourhood.

This standard outlines what you can expect from us and how we will deliver our service.

### We will:

- Collect the rent and charges
- Make sure you understand how much rent and other charges are due and by when.

Provide a wide range of ways to pay your rent:

- Direct Debit (straight from your bank or Building Society)
  - At “Allpay” outlets (e.g. Post Office; shops with ‘Pay Point’ logo)
  - Securely via the internet (register with us at [togetherhousing.co.uk](http://togetherhousing.co.uk))
  - Yearly standing order
  - Cheque, credit or debit card.
  - By telephone including a 24/7, 365 days a year payment line.
- Inform you as soon as possible about any monies that you need to pay us and tell you how often payments need to be made.

- On request, we can provide you with help and budgeting advice.
- Work with you to help you to reduce any debts that you owe us and help you to avoid your debts becoming too difficult to manage.
- Keep you informed at all stages if we are considering any action to recover debt.
- Send you information where we think it might help to increase your income or help reduce your debts.
- Always set rents fairly which are in line with our legal responsibilities.
- Work with you and other specialist agencies to help you resolve any issues.
- Provide you with a rent statement or information about your account up to four times a year. You can choose to access this information online, or in a paper rent statement or through text messages which keep you informed of your balance and the date your payment is due.



# Service Standard Target

We will:

Action	Target
1. Set rents fairly and in line with our legal responsibilities.	100%
2. Send you a rent statement or information about your account .	4 times a year
3. Inform you of the rent and any other charges prior to you signing your tenancy agreement and every year before 1st April.	100%

## Your responsibilities

- To make sure you pay your rent on time.
- Ensure you contact us immediately if you cannot pay your rent.

- Deliver services which are designed to be accessible to all. We will monitor these services to ensure we operate fairly and without discrimination.

## How can you be sure that the Together Housing Group is meeting these standards of service?

We will:

- Contact you within the first two weeks of you moving into your home to ask for your feedback and check that we are meeting our service standards.
- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.
- Use our housing management performance system to check we are meeting the timescales.
- Monitor customer feedback including compliments and complaints to check we are meeting our service standards.

## Contact us

In the first instance, please visit our website **togetherhousing.co.uk** or call **0300 555 5560**

Our opening hours are 9am until 5pm Monday to Friday.