

SERVICE STANDARDS

Rent Payments & Money Advice

We offer several different ways for you to pay your rent, or charges for facilities like sheds, parking spaces and garages. If you need help or advice on paying your rent, or you are worried about rent arrears or debts, please contact us.

Ways to pay

Direct Debit:

On the 5th or 20th day of the month. This is the easiest way to pay your rent. You can download the Direct Debit form from our website.



Bank Standing Order:

You can instruct your bank to make a regular payment to us. Please contact us for the amount you need to pay.



Telephone Payments:

You can pay using your debit or credit card by contacting the Housing Income Team. Lines are open 8am – 5pm.



Cash:

Pay your rent at any Post Office (cash or cheque) or PayZone outlet (cash only) in the UK if you have a Housing Rent Payment Card.



You can also pay through our automated payments line, open 24 hours.

Online:

Pay using our secure online form on our website.



Please note that we **do not** accept cash or cheque payments at our estate offices.

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What can you expect from us

We will:

- Advise you in a clear and understandable way how much rent you need to pay, and how often
- Write to you to give at least 4 weeks' notice of any rent increase (rents are normally increased every April)
- Send you a rent statement three times per year, showing your rent charges and any payments you have made (including benefit payments)
- Tell you how much your service charges are, what they cover, and if they are going to increase (normally every October)
- Contact you as soon as possible if you go into rent arrears, giving you advice and support to bring your account up to date
- Offer you an appointment at home or at your local estate office to discuss your rent account or rent arrears
- Put you in touch with confidential and free debt and money advice services (if you give your consent)
- Inform you of any action we are taking if your account is in arrears

When you contact us

We will:

- Assist you with any queries within our usual customer service standard timescales
- Offer you help with any queries or money-related concerns ourselves, or by referring you to free and confidential advice services
- Be professional, respectful and helpful in our contact with you

How you can help us


You will:


- Pay your rent and service charges as required in your tenancy agreement
- Let us know if you are having trouble paying your rent, so we can give you help and advice
- Engage with us if your account is in arrears, so we can help you to get it back into credit
- Let us know about any changes in your circumstances, for example a change in your benefits

Useful contact details

Income Team

 DCCS-RentsTeam@cityoflondon.gov.uk

 020 7332 1750

 Housing Income Team,
Barbican Estate Office, 3 Lauderdale
Place, London EC2Y 8EN

How we will monitor this standard

- Through your feedback, and our complaints and compliments service
- Via our annual satisfaction survey
- Using brief satisfaction surveys following contact with our Income Team
- By monitoring our housing database and internal processes