



## Income Management

### Our promise to you

- Our staff will listen to your queries and concerns and seek to provide a knowledgeable and helpful response to your issues.
- We realise that on occasions you may have valid reasons for not paying your rent and we will work with you to find an affordable solution to your problems.
- Wherever possible we will support vulnerable customers and those with special needs.

### New customers

- For new customers we will explain how much rent you need to pay and how to pay your rent.
- We will tell you about what to do if facing difficulty in paying your rent and how to contact us.

### Your rent

- Provide you with a breakdown of your rent at least once a year.
- Offer a variety of easy ways to pay your rent.
- Annually review the rent payment methods available and keep you informed of any changes.
- Provide you with a rent statement quarterly.
- Provide a rent statement that is clear and easy to understand.
- Publicise our income management policy and service standards.
- Provide you with information in a language or format that best suits your needs.

### Benefits and advice

- We will provide advice and help on claiming a range of benefits to help maximise your income.
- We can review your entitlement to housing benefit.
- We can provide advice on who to contact about any debt problems you may have.

## If you get behind with your rent

- We will contact you within 2 weeks to let you know that your account is in arrears.
- We will discuss with you the reasons for your arrears and make an affordable payment arrangement for the debt to be cleared.
- Our first contact will normally be by telephone.
- We will confirm the payment arrangement in writing to you.
- We will provide a home visit on request.
- We will ask you to make your first payment towards clearing your arrears within 2 weeks.

## We will not take legal action if:

- You keep to the terms of the payment arrangement.
- You can show that your arrears are due to delays in the processing of your housing benefit claim.

## If we do take legal action

- We will explain what will happen and what action you need to take to prevent eviction.
- Carry out home visits at key stages of the legal process.
- Recommend that you attend any court hearings.
- Tell you where you can get independent legal advice.

## Former customers

- We will make every attempt to collect debt from former customers.
- We will make affordable payment arrangements to clear former tenant debt.
- Unless you have cleared your debt you may be excluded from being re-housed with us.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



=



Lāngüagê Liñè

large print

audio

braille

other languages