

# RENTS & PAYMENTS SERVICE STANDARDS

We will handle our contact with you in a friendly, helpful and respectful way in line with RBH Values and the principles outlined in the Customer Experience Service Standards

## Keeping You Informed:

- Provide you with 24 hour access to your rent statement on-line
- Our Advisors will provide you with a balance of your rent account over the telephone if you provide proof of your identity by answering our security questions
- Provide you with a detailed annual breakdown of what your service charges pay for
- We will give you at least one months notice of a rent or service charge change

## We will give you help and advice at the start of your tenancy to aid you avoid rent arrears in the following ways:

- Help with Housing Benefit/Universal Credit
- Clearly state your required payments per week/ fortnight / month
- Offer help with Furniture/Paint if required
- Give help and advice to get a bank account if you don't have one
- Take payments in advance to keep you in line with your tenancy agreement

## Supporting Your Tenancy:

- If you need help and with your agreement, we will refer you to RBH Money Advisors for debt and benefits advice, or signpost you to other services
- Offer reasonably priced household contents insurance with no excess to pay on claims
- Help you with energy and fuel advice and assist you to switch utility companies



## Managing Your Rent Account Debt:

Where customers are willing, we will negotiate rent arrears payments before taking legal action

We will withdraw legal notices and help you dismiss court orders where rent accounts have been cleared

With your assistance we will negotiate affordable arrangements to repay debt based on what you can pay

## Managing Your Payments:

We will provide you with a variety of convenient methods to pay your rent and service charges including on line payments

Once notified, we will resolve any RBH rent account mistakes within 2 working days and where required, agree with you how to refund