

CHARNWOOD NEIGHBOURHOOD HOUSING LTD

HOUSING INCOME SERVICE STANDARDS



www.cnh.org.uk

Housing Income Service Standards

Following a consultation exercise with tenants which took place on 26 September 2008 at the Tenants Representative Group meeting, the following Service Standards for the Housing Income Team were agreed.

The Housing Income Team will offer the following service standards to all customers:

- Provide a choice and offer advice on a range of **payment methods** which include, Direct Debits, Swipe cards, telephone payments over extended hours, assisted telephone payments during office hours, internet payments and Standing Orders.
- Order a **replacement Swipe Card** for payments within 3 working days of your request.
- Provide quarterly **rent statements** which are easy to understand, include all transactions and a break down of the charges to the account. Monthly statements will be sent to tenants who are in arrears.
- Provide a **specialist Money Advice Service** to assist you to maximise your income and reduce rent arrears and refer to a more specialist debt advice organisation if you have lots of debts.
- Partner with other local services to **promote financial inclusion**.
- Give four weeks notice of any **changes to your rent** or service charges
- Reach **affordable repayment arrangements** with you in arrears taking into account your income and expenditure.
- Adopt a **firm but fair approach** to getting unpaid rent back.
- Offer you an appointment to see a member of the Income Team before **court action** is taken.
- Provide advice and assistance to you regarding **housing benefit** and how to claim it.
- Provide you with information and advice on what could happen if your **rent arrears** are not paid.
- **Offer rewards** to you if you have clear rent account.
- **Consult** tenants and residents on any proposed changes to the Housing Income Service.

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English

If you would like a copy of this document in another language, in large print, Braille or on audio tape, please phone us on 01509 634666.

Arabic

إذا كنت تريد نسخة من هذه الوثيقة مكتوبة بلغة أخرى أو مطبوعة بأحرف كبيرة الحجم أو على شكل بريل أو على شكل شريط صوتي، نرجو منك الاتصال على هاتف رقم 01509 634666

Bengali

আপনি এসব তথ্যাদি অন্য কোন ভাষায়, বড়-ছাপায়, ব্রইল বা অডিও টেপে চাইলে, দয়া করে আমাদেরকে ফোন করুন এ নাম্বারে: 01509 634666

Chinese

如欲索取這份文件的另一種語言、大字體印刷、盲人點字或錄音帶版本，請致電 01509 634666 與我們聯絡。

Gujarati

જો તમને આ દસ્તાવેજની નકલ બીજી કોઈ ભાષામાં, મોટા અક્ષરોમાં છાપેલી, બ્રેઇલ (અંધલિપિ)માં અથવા ઓડિયો ટેપ પર શ્રેણી હોય તો કૃપા કરીને અમને 01509 634666 પર ફોન કરો.

Hindi

अगर आपको इस बचान की प्रति किसी दूसरी भाषा, बड़े अक्षरों वाली छपाई, ब्रेल या ऑडियो टेप के रूप में चाहिये, तो कृपया हमें इस नंबर पर टेलिफोन कीजिये 01509 634666

Polish

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku, w wersji dużym drukiem, w alfabecie Braille'a lub na taśmie audio, prosimy o kontakt pod numerem 01509 634666.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਨਕਲ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੇ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਨੂੰ 01509 634666 ਤੇ ਫੋਨ ਕਰੋ ਜੀ

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