

RENTS & SERVICE CHARGES



Tai Cymdogaeth is committed to collecting all the money that is owed to us. We will do this in a way that recognises that some customers may need help and support in meeting their payment responsibilities

- ❑ We will treat all our customers fairly and consistently, being sensitive to the situation and the needs of the individual
- ❑ We will set and maintain rents at affordable levels for people in housing need
- ❑ We will make sure that our services reflect what customers want and are willing and able to pay for
- ❑ We will offer customers a wide variety of methods to pay rent and service charges, including:
 - ⇒ Payment Cards - delivered to the customer within 4 working days
 - ⇒ Standing Order mandates - sent to the customer within 4 working days
 - ⇒ Direct Debit arrangements – will be set up within 1 working day
- ❑ We will offer secure on-line arrangements for customers to make payments of rent, service charges or sundry debts and to view their own accounts
- ❑ We will send a Rent Account Statement to you four times a year or at any time on request
- ❑ We will offer help and information to enable customers to claim any Housing and other benefit to which they might be entitled
- ❑ We will provide the services of a Shelter Cymru Housing Benefit Advice Worker to give independent advice and support
- ❑ We will provide support and advice to anyone who has financial or other problems in meeting their rent or service charge payments
- ❑ We will make every effort to agree with you how, and by when, any debt can be cleared. Where an informal approach fails, or you fail to contact us when asked or keep to an agreement, we may take legal action against you. If this becomes necessary, you will have to pay our Court Costs
- ❑ Eviction will only be used as a last resort, when all other attempts to resolve the situation have failed