



Our Service Standards and how we measure them

Our Service Standards

We will:

- Offer a range of ways to pay your rent and service charges
- Send you a rent payment card within the first 2 weeks of your tenancy
- Produce clearly written rent letters, including an easy-to-understand statement, which we will send every year
- Give at least 28 days' notice of changes to rent or service charges
- If we need to take action for outstanding rent, we will always attempt to speak to you first to discuss the matter and will write to you before we take legal action
- Offer help to customers who are having financial difficulty, including help from specialist debt and welfare benefit advice services.



We will measure how we are performing by:

- Asking if you are satisfied with the methods of paying rent, and the information on how much to pay
- Asking if you find our rent letters and statements useful and easy to understand
- Asking if you are satisfied with the advice available on rent or debt
- Reporting back to customers through our Service User Forum, in “Contact”, the tenant newsletter, and via our website.