

TENDRING DISTRICT COUNCIL – HOUSING SERVICES

Our Service Standard for Paying the Rent

This leaflet sets out the standard of service that you should expect from the Council when paying your rent.

Our aim:

We aim to please by making sure that any queries raised regarding the payment of your rent are dealt with in a courteous and professional manner.

We will...

- ◆ Offer a variety of ways in which rent can be paid including direct debit and standing order.
- ◆ Provide a rent card for each new tenancy within 5 working days of the information being received from the relevant section.
- ◆ Offer assistance with the completion of housing benefit forms.
- ◆ Ensure that if you disagree with the balance shown on your rent card, you can send it to the Rent Accountancy section and will be guaranteed to receive your card back, with a response, within 10 working days.
- ◆ Refund any overpayment of rent, providing you do not owe any other monies connected with your tenancy, within 10 working days of your request.
- ◆ Provide you with at least 4 weeks written notice of any variation in the annual rent. Details of any elements payable will be shown separately on the variation notice.
- ◆ Give you advice to help you sort out any arrears.
- ◆ Discuss any queries you may have on request, in private at the Town Hall offices during normal business hours without a need for an appointment.
- ◆ Offer debt counselling advice if you have problems paying your rent.

You can help us by...

- ◆ Keeping your rent account up to date.
- ◆ Contacting us straight away if you have a problem paying your rent.
- ◆ Letting us know if you are going away for a period of more than 2 weeks
- ◆ Ensuring that all relevant details are supplied with your housing benefit application form.

How will we know if we meet these standards?

We will regularly check rent accounts to ensure that payment has been received, and that correct advice has been given where necessary.

We will carry out performance monitoring to ensure performance standards are maintained

Complaints...

We always try to provide the best service that we can but accept that sometimes mistakes and delays do occur. If you are not happy with something we have done or not done, you should contact the section whose details are given below. We will resolve your complaint or, if necessary, provide you with information about the Council's customer complaints procedure

...and compliments

We would also like your opinion on what works well, so if a particular member of our staff or a service that we provide has impressed you, please let us know.

Contacting us

For further information regarding your rent account, please contact our Rent Accountancy Section by:

- ◆ Telephoning 01255 686464
- ◆ Writing to:
Rent Control Manager,
Housing Services,
FREEPOST (CL3230),
CLACTON ON SEA,
Essex CO15 1BR
- ◆ Or e-mailing us at housing.services@tendringdc.gov.uk

You can also find out more about Tendring District Council Housing Services by visiting our website at www.tendringdc.gov.uk