

Rent Management

We're here to support you with managing your rent and tenancy. Our rent management service helps ensure your rent account is up to date and that you have everything you need to manage your payments confidently.

If you're ever struggling, we'll work with you to find a solution that suits your circumstances or connect you with the right support.



We will:

- **Provide clear rent information** – you'll receive a written rent statement twice a year, or more often if requested. We'll also explain how your rent is calculated, what charges apply and the different ways you can pay.
- **Make it easy to pay** – offering a variety of payment methods including Direct Debit, online, over the phone, or in person. Payments usually appear on your rent account the same day and will take up to three working days to process.
- **Refund any overpayments** – if your rent account is in credit (meaning you've paid more than required), we can issue a refund once you [contact us](#). Refunds will take up to 28 days to process.
- **Support you with arrears** – if your rent account goes into arrears (meaning you've fallen behind on your rent payments), we'll contact you to discuss your situation and guide you to the right support to help you get back on track.
- **Treat you with dignity and respect** – we'll always consider your personal circumstances and work with you, any trusted advocates or support agencies, to agree a payment plan that's fair and affordable for you.
- **Take further steps if needed** – if we can't agree a payment plan or the payment plan isn't maintained, we may need to take further action to prevent arrears from increasing. These steps are clearly explained in our [Income Policy](#).
- **Help you access financial support** – our dedicated [Financial Support Team](#) is here to help if you're worried about rent arrears, debts or general money matters. They can assist with benefit advice, provide information about and help to access other services that may offer emergency financial support, wellbeing or employment services.



How are we doing?

We're always striving to make your experience better. We will monitor how our services are performing and share this with you, along with any actions we're taking to improve performance.

Find out how all our key services are performing [here](#)



Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will

Want to know more?

[Explore the ways you can pay your rent](#)

[Discover helpful advice and guidance on benefits and finances](#)

[Read our Income Policy](#)