

What you can expect from us

As a tenant you are responsible for paying your rent and service charge. Your tenancy agreement or annual rent notification letter tells you how much rent you should pay.

Habinteg aims to communicate clearly with you about rent and service charges and to provide support if you have difficulty keeping up with payments.

Habinteg will:

- provide you with access to an **online Habinteg account** where you can view your rent statement;
- be positive and helpful about finding a solution to any rent or service charge query;
- provide a range of ways to pay your rent: Online via Allpay, Direct Debit, Standing Order, Rent Payment Card or by Cheque;
- manage your rent account securely and tell you about any arrears quickly;
- send out rent statements twice a year (every six months);
- send you an annual rent review letter and annual service charge schedule showing a breakdown of your estate service costs;
- notify you of any increases due with a minimum of four weeks' notice;
- help you to access benefit advice or signpost you to debt advice services if needed;
- provide advice on ways to maximise your income or signpost you to relevant advice services if necessary;
- respond to any questions or requests for assistance about rent within two working days;
- always attempt to work with you to agree sensible and achievable repayment plans.



Service standard targets

Actions	Timings
Produce and send rent increase letters to tenants	Annually
Produce rent statements	Twice a year
Respond to any requests of assistance	Within 2 working days

How can you be sure these targets are being met?

We will:

- arrange regular audit checks by an independent auditor;
- regularly monitor tenant satisfaction survey feedback carried out by a third party
- invite involved tenants to review performance and periodically scrutinise Habinteg's rent account service standards.

Contact us

Sign up to your online Habinteg account for easy access to our services, visit my.habinteg.org.uk, or our website habinteg.org.uk.

