



Income management service standard



Rent and service charges

We will:

- Expect you to pay your rent and any service charges weekly or monthly in advance
- Encourage you to set up an automated payment and pay your rent to us either via housing benefit direct, direct debit or standing order
- Offer you a range of ways to pay your rent and other charges 24 hours a day, 7 days a week, including by direct debit, standing order and online
- Provide you with clear information that explains how your rent and service charge is set and how it is charged, giving you at least 28 days' notice of any intended changes
- Offer payment by direct debit weekly, fortnightly or 4-weekly. If you pay monthly we can offer any day between 1st and 28th of each month
- Send you a rent statement once a year and on request.

Advice and support

We will:

- Offer you an appointment with one of our money matters advisers for a free welfare benefits check, help you to switch energy suppliers, help with benefit forms and claiming welfare benefits and with benefit appeals
- With your consent, talk directly to staff in housing benefit departments or the department for work and pensions and other organisations on your behalf.

Problems paying your rent

We will:

- Expect you to tell us if you are having, or think you will have, a problem paying your rent
- Advise you of any late or missed payment promptly and ask you to address it straight away
- Work with you to help you get your payments back on track as soon as possible
- Offer you a referral to our money matters service and aim to see you within 5 working days
- Take prompt action to recover any money you owe us if you continue to underpay or miss payments

This service standard will be reviewed at least once a year. Last reviewed: July 2017



- As a last resort, take legal action against you
- Trace former tenants in order to recover any money owed and pursue repayment through the courts
- Charge you for any legal costs and tracing costs we incur if we have to take legal action to recover any money you owe us.



Contact us:

01305 216067

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Help and advice

If you have any questions, need help understanding this leaflet or would like it in another format, for example in large print or on audio CD, contact us.