

Rent Arrears

Service Standard



We aim to provide a firm but fair approach and provide tenants in arrears with sound financial advice and offer practical prepayment plans. We will offer advice and assistance to tenants who cannot pay their rent and take firm action against those who will not pay their rent

We will

- 🔑 Provide you with a rent statement on a quarterly basis, providing details on the rent you have paid, any adjustments to your account including Housing Benefit, and the balance on your account
- 🔑 Provide you with a copy of your rent account on demand
- 🔑 Respond to enquiries or complaints concerning rent accounts within five working days
- 🔑 Ensure rent accounts are managed efficiently ensuring that appropriate action is taken
- 🔑 Provide easy to understand information on what will happen if your account is in arrears and where to get help
- 🔑 Give you advice to help you sort out any arrears
- 🔑 Provide a variety of ways to pay and information on where to pay your rent
- 🔑 Make an appointment for you to see our Money Management Advisor before any Court action is taken
- 🔑 Refer you to the Citizens Advice Bureau if you require more specialist debt advice
- 🔑 Provide welfare benefit advice to help you to maximise your income
- 🔑 Agree reasonable repayment plans with you to repay your arrears
- 🔑 On two occasions each year run our Tenants Reward Scheme giving you the opportunity to win a reward for having a clear rent account
- 🔑 Write to you using plain English and our letters will be easy to read and understand
- 🔑 Visit you to discuss matters in the privacy of your own home

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at one of the Housing Offices. If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at, **Ashfield Homes, Broadway, Brook Street, Sutton-in-Ashfield NG17 1AL, Tel No. 01623 608888**

Getting Help

Make an appointment to see our Money Management Advisor who can check your benefits and give money advice. Telephone 01623 608910

Useful Addresses

Citizens Advice Bureau

Telephone 01623 557686

Fax 01623 555345

Minicom 01623 555376

Email manager@ashfieldcab.cabnet.org.uk

Website www.ashfieldcab.org.uk

	Opening Times	
Sutton in Ashfield 22 Market Street	Monday, Wednesday, Friday Tuesday (appointments only) Thursday	10am-1pm 10am- 1pm 3pm- 6pm
Kirkby in Ashfield Coxmoor Community House	Thursday	9.30am- 12.30pm
Summit Centre, Pavilion Road	Monday	10am-3pm
Ashfield Women's Centre (Women Only)	By appointment only	
Huthwaite Medical Centre, New Street	Tuesday	12.30pm-2.30pm
Selston Parish Hall, Mansfield Road	Wednesday	10am-1pm
Stanton Hill Community Shop, High Street	Friday	10am-12noon

Or if you live in Hucknall contact:

The Voluntary Advice Centre, Council Offices, Watnall Road Tel: 0115 9568718	Monday Tuesday Wednesday Thursday Friday	9.30-12noon 1.30pm-4pm 2pm-4pm 10am-12noon 2pm-4pm
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Visit our web site at www.ashfieldhomes.co.uk

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئه‌توانیته بۆ زمانی كوردی ته‌رجومه بكریته. تکیه داوای زانیاری زیاتر له ئەندامی‌کی ده‌سته‌ی فه‌رمانبه‌ران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)