

# Income Management Service Standards

As a customer, you're responsible for paying your rent and service charge. Your tenancy agreement or annual rent notification letter tells you how much rent you should pay and how often.



## What you can expect from us

### We will:

- ✓ Provide clear, up to date information about rents and service charges
- ✓ Send you a rent statement through the post **every quarter**.
- ✓ Give you a minimum of **4 weeks' notice of any increases** to your rent and/or service charge in writing.
- ✓ If you pay a service charge, we'll send you an **annual** surplus/deficit statement to show how your money is being spent.
- ✓ Work with our Customer Voices Panel to ensure our communication is **friendly and clear**.
- ✓ Offer you a **variety of different ways to pay** your rent so that you can chose which works best for you and your circumstances.
- ✓ Contact you **as soon as** we notice your account is falling behind to help keep you on track.
- ✓ Be **non-judgmental, positive and helpful** about finding a solution to your rent or service charge query.
- ✓ Always attempt to **work with you** to agree sensible and achievable repayment plans.
- ✓ **Be honest** about the actions we may need to take.
- ✓ Offer **free expert help** with budgeting and benefits through our Money Matters team.
- ✓ **Signpost** you to external support and services where we feel you would benefit.
- ✓ Respond to your query within **5 working days**.





## How we'll know we're getting things right

We monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- Proportion of respondents who report that they are satisfied with the overall service from their landlord.
- Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.
- Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.
- Proportion of respondents who report that they agree their landlord treats them fairly and with respect.
- Level of arrears and number of evictions being carried out.



Find out more about rent and service charges at:

<https://www.lfha.co.uk/your-tenancy/rent-and-service-charges/>