

## **Service Standards - How to pay your Rent**

### **Standard**

Barcud is committed to the principle that tenants should pay their rent whilst also providing appropriate early advice and assistance to tenants in arrears.

### **Paying your rent:**

- As a tenant you have agreed to pay your rent and any other charges a week in advance on time and regularly.
- We will aim to make it as easy and convenient as possible for you to pay your rent. Payment methods include Direct Debit, using an Allpay payment card, by cheque in the post or over the internet.
- It is up to you whether you want to pay your rent weekly, fortnightly, every four weeks or monthly. However you choose to pay your rent it must be made in advance.
- Rents will be reviewed in April every year and tenants will receive four week's notice in writing.
- We will aim to send a printed rent statement out to all our tenants every three months, at the end of a quarter.
- You may live in a property with a service charge. Details of any service charge would have been included with your tenancy agreement.

### **What will happen if you get behind with your rent?**

- If you fall behind on your rent payments we will take this very seriously.
- If you are experiencing difficulty in paying your rent then we recommend that you contact us immediately. This way we can try and solve the problem before the arrears accumulate.
- We will aim to provide you with advice and guidance if you are experiencing difficulties with money or debt. We will aim to help you apply for benefits and refer you to specialist advisory agencies.
- We will write to you and visit you at your home to discuss your rent account and we will aim to make reasonable and achievable repayment arrangements.

- However, if you do not keep to this arrangement and wilfully refuse to pay your rent we will take legal action that could result in you being evicted from your home. We will normally start taking legal action when 4 weeks or more rent is owed.

A copy of our Rents Arrears Policy and Procedure is available upon request on 0300 111 3030 or email [post@barcud.cymru](mailto:post@barcud.cymru)

**These Standards will be reviewed regularly, at least every three years**

