



Service Standard

Managing Your Rent

Trident Group will support you by providing the best possible advice to help you make your rent payments and prevent rent arrears.

To achieve this we will:

- ✔ Ensure we give you 4 weeks' notice in writing, detailing any rent changes
- ✔ We will set your rent in accordance with your tenancy agreement and the rent standard by the government regulator
- ✔ Provide details of all payment options available for you to make your rent payments
- ✔ Make rent statements available to you on a quarterly basis, or whenever you request it
- ✔ Monitor your rent account regularly and advise you if you fall into rent arrears promptly
- ✔ Take all reasonable steps to make personal contact with you as soon as your account has fallen into rent arrears
- ✔ Support you to identify the cause of any financial difficulties
- ✔ Agree affordable payment plans with written confirmation
- ✔ Give you professional advice on managing your money
- ✔ Give you professional advice on welfare benefits and other benefits you may be entitled to
- ✔ Signpost you for independent advice if required
- ✔ Take action to recover any rent owed
- ✔ Give notice of any legal action required and keep you informed
- ✔ Monitor our service by taking your feedback through surveys
- ✔ We will publish our performance for your information and scrutiny

We will not:

- ✘ Evict you from your home without a court order
- ✘ Discuss your rent account outside the organisation without your agreement

