



Service Standard

Paying your rent



This guide explains what you can expect from Golden Lane Housing to help you to make your rent payments on time.

Helpful words

Rent



This is money that you pay to Golden Lane Housing so that you can live in your home.

Service charge



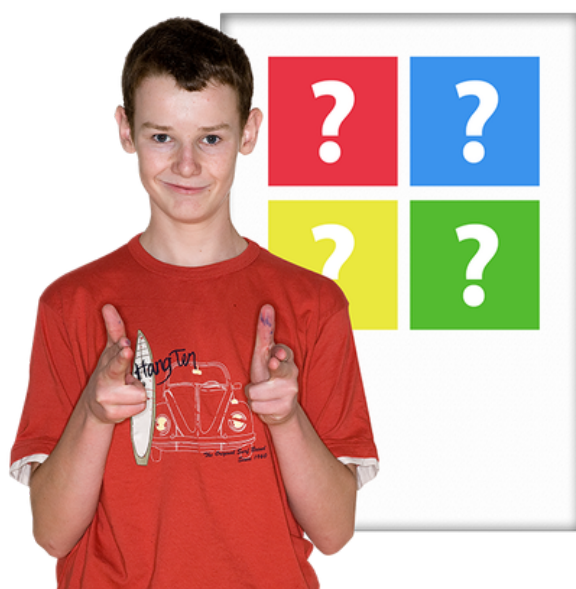
Service charges form part of a tenants rent and will help to pay for things like gardening, window cleaning and communal cleaning if its necessary.

Rent arrears



This means that you have not paid some rent to Golden Lane Housing. Golden Lane Housing will support you if this happens to help you pay the rent.

To help you to pay your rent on time, Golden Lane Housing will:



give you a choice of ways to pay your rent or service charges where this is not fully paid by Housing Benefit.



The amount of rent you pay can change. We will update you in March on how much rent you will need to pay over the year.



contact you within 4 weeks if you don't pay your rent. We will tell you how much you owe and make a plan with you to pay it.



If you manage your own money, we will send you a copy of the plan by post within 5 working days. If someone else manages your money for you we will discuss the plan with that person

To help you to pay your rent on time, Golden Lane Housing will:



write to you to tell you what we are planning to do 4 weeks before making any changes to your rent.



provide services that meet your needs and to help you keep your home. For example, our income team can help you if you are struggling to pay your rent.



talk to you about rent costs and how we can best support you.



make sure that information we have about your money is kept private unless you agree for us to share it with other people who may need to know.

To help you to pay your rent on time, Golden Lane Housing will:



ask you about what you think of our services, for example, what you think about how much they cost and if they are needed.

This is called a Tenant Consultation.



make sure we regularly look at how much rent we charge you and if you are getting the best services for how much rent you pay.



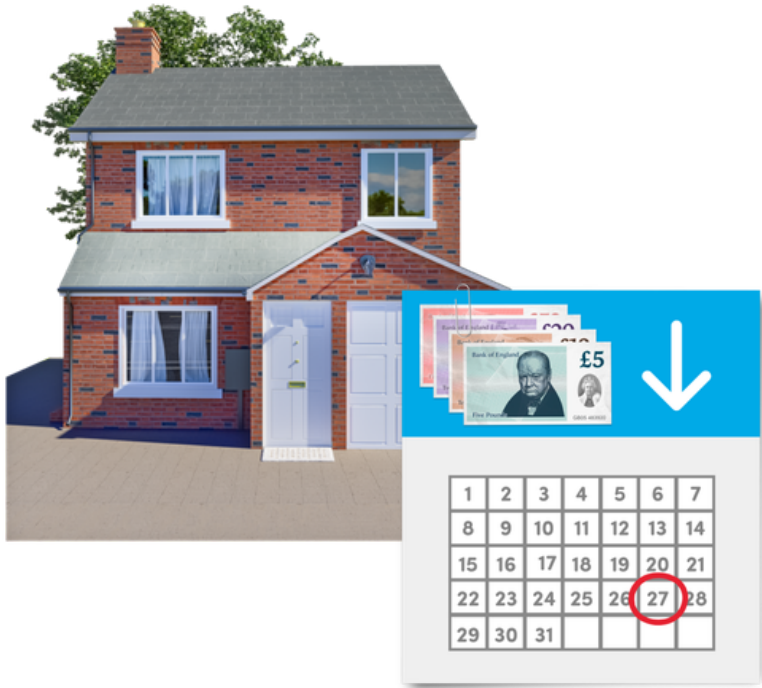
send you a regular update about how much rent you have paid and how much you need to pay.

This is called a rent statement. You can request a rent statement at anytime by emailing incometeam@glh.org.uk or by phoning 0300 003 7007 select option 2.



we will answer any questions about your rent within 5 working days.

To help Golden Lane Housing to help you, we need you to:



pay your rent and any service charges on time. If you are having problems paying this, please contact Golden Lane Housing as soon as possible and we can support you.



reply to any letters you receive from your local council about your housing benefit claim. Golden Lane Housing can help you understand and reply to these if you need support.



make sure that your housing benefit claim is correct and made on time.

We will help you to send all the information that you need for your claim.

To help Golden Lane Housing to help you, we need you to:



make sure you tell Golden Lane Housing if any of your information changes. This could be:



- Changes to your benefits that may mean you will have problems paying your rent.
- If your rent changes, telling your bank so that they can update your payments.
- If any of your personal information changes. For example, your email address or phone number.

For help or support with your rent contact Golden Lane Housing's Income Team -



Phone

0300 003 7007 and select option 2



Email

incometeam@glh.org.uk



Writing a letter to Golden Lane Housing addressed to:

Golden Lane Housing,
Parkway 4,
Parkway Business Centre,
Princess Road,
Manchester, M14 7HR



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If you require this information in an alternative format, please contact the Communications Team:

E: communications@glh.org.uk

T: 0300 003 7007 and select option 2