

## CONTACT DETAILS

### Local Area Housing Offices

#### Opening Hours

Monday - Friday 9am - 5pm

(First Thursday of each month offices close at 2pm)

For all out-of-hours emergencies please call the Control Centre on Tel: 01493 330369.

### Yarmouth and Rural North

Greyfriars House, Greyfriars Way,  
Great Yarmouth, Norfolk  
NR30 2QE

*Estate management:* Tel: 01493 846490/1

*Repairs:* Tel: 01493 846381

### South Yarmouth Area Housing Office

King Street,  
Great Yarmouth, Norfolk  
NR30 2PR

*Estate management:* Tel: 01493 857965

*Repairs:* 01493 857945

### Gorleston Area Housing Office

46-50 Magdalen Way,  
Great Yarmouth, Norfolk  
NR31 7DA

*Estate management:* Tel: 01493 443004

*Repairs Tel:* 01493 440446/7

### Repairs line (contact centre)

Tel: 01493 846381

### Tenant Participation

Tel: 01493 846115 or 01493 846521

## Community Housing Support Services...

Telephone: **01493 846219**

**Greyfriars House,  
Greyfriars Way,  
Great Yarmouth  
NR30 2QE**

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us at the above address.

Jeżeli życzą sobie Państwo otrzymać poniższy dokument dotyczący zmian w innym języku lub formacie, lub gdy potrzebujecie Państwo pomocy tłumacza, prosimy o kontakt w tej sprawie.

Se desejar obter este documento noutra idioma ou formato, ou se necessitar dos serviços de um(a) intérprete, por favor contacte-nos.

Jei šį dokumentą norėtumėte gauti kita kalba ar formatu, ar jei jums reikia vertėjo paslaugų, prašome su mumis susisiekti.

Ref: Service Standards -  
6) Rent Collection v1



# Service Standards

## Rent Collection



March 2010



We will collect rent and provide help to those facing difficulty in paying where it is appropriate to do so. We will take steps to stop tenants falling behind with their rent payments. We will act early and give advice and support tenants to help tenants keep their homes. We will not tolerate the wilful non payment of rent however and we will use all legal remedies to recover debt. As a last resort we will repossess.

These Service Standards have been written in partnership with tenants to let you know what you can expect from Great Yarmouth Community Housing.

The standards are monitored by the Service Delivery Working Groups where tenants and GYCH staff meet to improve services.

If you would like to be involved from filling out questionnaires to being interested in joining a Service Delivery working Group, the Tenants Forum or the Community Housing Board, please contact the Tenant Participation Team

## Rent Collection Standards

*We will*

- make sure that you understand your responsibility to pay rent on time and offer advice on housing benefit when you sign your tenancy agreement.
- offer you a variety of payment methods and advise on the most appropriate
- contact you within 21 days of your rent account falling into arrears.
- refer you to specialist advice on welfare benefits and debt when this is needed.
- send accurate rent statements to you quarterly
- continue to work with other agencies to provide support to tenants in rent arrears
- make affordable repayment agreements while collecting arrears over a reasonable period
- keep you informed of every stage of the arrears recovery procedures
- work with all tenants in arrears and use eviction as a last resort

Great Yarmouth Community Housing want to know what you think about the services we provide. We want to do things better and you are the best people to tell us how we can improve our services.

We believe that the more involved you are the more satisfied you will be with the services that you receive from us.

These Service Standards have been written in partnership with tenants to let you know what you can expect from Great Yarmouth Community Housing.

