

Paying Your Rent



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Instruction to your Bank or Building Society to pay Direct Debit
Please complete the whole form and send it to:

Acis Group Limited
Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

Name and full postal address of your Bank or Building Society:
To The Manager
Address

Bank or Building Society

Post Code

Name(s) of account holder(s):

Acis Group reference number

Bank or Building Society Account Number

Instruction
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Paying your Rent

It's important for you to pay your rent on time as Acis Group need the income to pay for the services we provide such as maintaining your home and community.

If you are having difficulty paying your rent, please give us a call immediately as we may be able to help.

When do I pay my rent?

Payments for rent and service charges are due either weekly or monthly in advance unless you pay by direct debit. Weekly payments should be paid on a Monday.



Can I get help with my rent?

If you are elderly, unemployed, long-term sick, or your earnings are low, you might be able to claim Housing Benefit to help pay your rent.

If you would like further advice or are having difficulty paying your rent, please call our Housing Benefit Liaison Manager on Freephone 0800 027 2057 or see our Leaflet on **Claiming Housing Benefit.**



Please claim, it is your right.

Ways to pay your rent

Direct Debit

This is the simplest, most convenient method of paying your rent by monthly instalments on either the 6th or the 20th of each month. Please contact Acis Group for a Direct Debit form to complete.



Standing Order

Payments can be made from most banks and building societies, either weekly or monthly, direct to your rent account.



By Telephone

Make payments over the telephone using your debit/credit card by calling Acis Group on FREEPHONE 0800 027 2057.



(You may be charged by your credit card company if you do not clear your account each month.)

By Post

Please make cheques or postal orders payable to 'Acis Group Limited'. Write your tenancy number (or address) on the reverse of the cheque and send it to the address on the back of this leaflet. Do not send cash in the post.



At Any Post Office or Payzone outlet

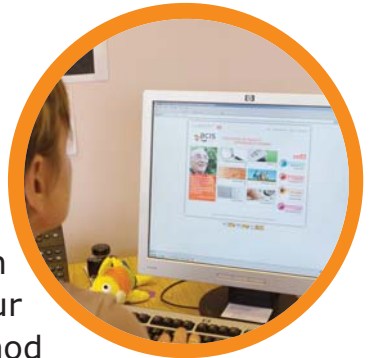
Cash/cheque payments can be made at any Post Office or Payzone outlet free of charge using a Giro Swipecard provided by Acis Group.



Website

Make payments on-line at www.acisgroup.co.uk using a debit or credit card.

Acis Group want to provide you with the most convenient way to pay your rent. Please let us know what method you would like to use.



What happens when things go wrong?

Paying your rent should be given first priority on your household budget, as the consequences of falling behind with your rent can be very serious.



If you have problems managing your money, Acis Group will be pleased to advise and help you but will take firm action against those tenants who have the means to pay their rent, but fail to do so.



It is important not to allow your arrears to build up as the debt will not just disappear. Please contact us at the earliest opportunity - do not wait until it is too late.

There are many ways Acis Group can help you if you are in genuine financial difficulty with your rent:

- Providing advice about benefits you could receive
- Providing help through debt counselling
- Making an arrangement to pay off arrears by instalments
- Suggesting other alternative payment methods



What happens if I don't pay my arrears?

A legal Notice will be issued telling you that we intend to ask the Court to end your tenancy if:

- You do not contact us to discuss your situation
- The level of arrears is increasing
- You fail to keep to any arrangements you have made with us

If you don't clear the arrears as agreed in the time allowed we will request a court hearing to gain possession of your home. As well as putting your home at risk, the County Court Judgement (CCJ) will make it difficult for you to get credit in the future.

If you still don't pay off your arrears in line with the Court Order, we will ask the Court to evict you.

These steps are a last resort, we will always offer advice, help and debt management along the way to avoid taking these measures.

How is my rent assessed?

The Government has introduced a new system for setting rents. This means the rent for all Housing Association and Local Authority properties will reflect the property's value and the average income of people living in the county.

All landlords are expected to have moved their rents to meet the new 'target' rents under the Government's formula by 2012.

Will I have to pay any Service Charge?

Some properties have shared services (i.e. communal heating systems), which will attract an additional weekly variable service charge to help cover the cost of the service.

Any such charges will be set out in your Tenancy Agreement.

Will my rent change?

All rents are reviewed every 12 months and we will give you one month's written notice of any change.

What is the rent year?

The financial year runs from the beginning of April to the end of March with 'rent free' weeks. If you are in arrears, then 'rent free' weeks do not apply as you have to use these weeks to pay off your arrears.

If you end your tenancy before the 'rent free' weeks, Acis Group will give no automatic refund.

During the Financial Year, you will receive statements of your rent account showing your rent payments and any outstanding balance at that time.

Key Contacts

Rent collection, arrears prevention, advice and assistance:

Mark Davies, Income Manager

FREEPHONE 0800 027 2057

Housing benefit eligibility, advice and assistance:

Phil Metham, Housing Benefit Liaison Manager

FREEPHONE 0800 027 2057

Other Agencies

Independent financial advice, money management and debt counselling:

Citizens Advice Bureau

08701 224422

Benefit Enquiry Line

0800 882200

The Pension Service

0845 6060265

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾ ਉਪਲਬਧ ਹੈ

Překladačelské služby jsou k dispozici

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Překladačelské služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270



business for neighbourhoods