

Paying your rent



Freephone 0800 027 2057

"Better homes and better services for better lives"

Paying your rent

You can pay in the following ways:

Direct Debit



This is the simplest, most convenient method of paying your rent by monthly instalments.

Standing Order

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

By telephone



Make payments over the telephone using your debit/credit card by calling us on our freephone number 0800 027 2057. You may be recharged 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 back of the cheque and send it to the address on the back of this leaflet. **Please do not send cash in the post.**

At any Post Office/Payzone outlet



Cash/cheque payments can be made at any Post Office or Payzone outlet free of charge, using a Giro swipecard that we provide.

Website



Make payments online at www.acisgroup.co.uk using a debit or credit card.

You can help us by:

- Quoting your reference number when you contact us about your rent
- Contacting us immediately if you have problems paying your rent
- Keeping your payment receipts
- Keeping any receipts that you are given by the Council in relation to your Housing Benefit claim
- Being aware that it is your responsibility to pay your rent and, if you claim Housing Benefit, let the Housing Benefit service know about any changes in your circumstances that may affect your benefit payments
- If your experience of our service does not match the standards that we have set, or you feel we could improve on the service we provide, please let us know

We aim to take a firm but fair approach, providing customers in arrears with advice and offering practical repayment plans.

While we offer advice and assistance to tenants who *cannot* pay their rent, we take firm action against those who *will not* pay their rent.

Rent statements

We will:

- Issue rent statements on a regular basis
- Provide a rent statement on request

Housing Benefit

Housing Benefit provides financial help with paying your rent if you are on a low income. You can get further information on Housing Benefit from your local Council. If you think you may be entitled to Housing Benefit you should contact your Council straight away. You may lose benefit if you delay, so claim immediately.

Many tenants who are eligible for Housing Benefit do not claim, either through lack of awareness or because they find the scheme too complex. If you think you are eligible, please claim - it is your right. As your landlord we will help you through the process with your consent. If you do qualify for Housing Benefit we will ask you to agree to have the benefit paid direct to us on your behalf.

Every time you apply for Housing Benefit you will be asked to provide proof of who you are and where you are living.

We can offer you specialist help and advice about claiming Housing Benefit.

Remember, help is only a phone call away.

How we decide how much rent to charge

Your rent is based on the Government formula. It is also known as 'target rent' and is worked out using the value of your property and the average income of people living in your county.

Rents change each April by September's RPI, plus 0.5%, plus £2 per week, until the target rent is reached. Where a current rent is more than the target rent, it will be frozen until the target rent catches up.

New tenants have their rent set at the target rent level at the start of their tenancy.

After 2012, and when properties have reached their target rent, our business plan is based on the assumption that future rent increases would be no more than the rate of inflation, plus 0.5%, as required by the Government formula.

If you are not happy with a rent increase, you can appeal to the Rent Assessment Committee. You must appeal within 28 days of receiving the notice that we send you telling you that we are going to increase your rent.



How we decide how much to charge for services

If your rent includes a service charge, this amount is for maintaining, cleaning and lighting the shared areas of your estate or block of flats and for providing services such as lifts, door entry systems, scheme managers and alarms.

There are also some shared facilities we have to look after by law but these are not included in the service charge. For example, we are responsible for maintaining footpaths and the floors in shared areas.

We review the service charge every year and set a new charge, which applies from the beginning of October. We will send you details of the service charge every year in a statement. If we are going to increase the charge, we will give you at least one month's written notice.

Under the Landlord and Tenant Act 1985, the service charge we set and the standard of service we provide must be appropriate. A Rent Assessment Committee or Leasehold Valuation Tribunal can decide what is appropriate. Under the Act, we must also tell you if we plan to carry out more expensive work, which will be included in your service charge.

We can only provide more services if most of the tenants who will be affected by the change agree to it. In the same way, we can only provide fewer services if most of the tenants affected by the change agree to it.

Other charges (Sheffield only)

Water rates

We act as an agent in collecting your water rates and water charges on behalf of Yorkshire Water.

Tenant levy

Many tenants pay 10p per week on their rent to cover membership of the Tenants and Residents Association (TARA). If you wish to opt out of this for any reason, please contact us.

If you are behind with your rent

If you do not pay your rent you are breaking your tenancy agreement and you risk losing your home. If you have problems paying your rent, you should contact us straight away. Do not allow arrears to build up. Seek advice as soon as possible and do not wait until it's too late.

There are many ways we can help you if you are in genuine financial difficulty with your rent. We will:

- Listen to your problem
- Give you advice to help you sort out any arrears
- Refer you to the Citizens Advice Bureau if you require specialist debt advice
- Provide advice about your eligibility for benefits
- Agree reasonable repayment plans with you to repay your arrears
- Suggest other alternative payment methods

If you fail to pay your rent, breaking the terms of your tenancy agreement, and you are served a Notice you may lose certain rights. These include the right to purchase your property in the future and your rights to certain maintenance services.

Remember, if satisfactory progress in paying off a rent debt is not maintained we will apply to the Court for repossession of your home.

Remember, if legal action is taken this will affect your prospects of being rehoused in the future.

If you would like to have this information in large-print, another language, or any other format, please contact us to let us know about your needs.

Our aim is to give you the information you need as quickly and as clearly as we can. We therefore have a target of arranging suitable personal communication for you within one working day (for example by talking things through verbally, by using signing, language interpretation, etc).

Please be aware that some large documents may take some time to convert into the format you need and other agencies are often involved in reproducing our published materials. This means that it can take up to 8 weeks to convert a large document into some formats.



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অনুবাদের ব্যবস্থা রয়েছে

Překladaťelshé služby jsou k dispozici

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Oferujemy usługi tłumaczeniowe

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Prekladateľshé služby k dispozícii

Waxaad Helaysaa Adeeg Turjumaad

خدمات الترجمة متوفرة

خدمات ترجمه مهیا میبندد

Oferece-mos Serviço de Tradução

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ترجمہ کرنے کی سروس دستیاب ہے



business for neighbourhoods