

# Acis Customer Service Standards



## Paying your rent



- Give you at least one month's notice in writing if we are changing your rent or service charge.
- Consult you on any changes to your home that will result in an increase in rent.
- Issue two rent statements a year in the Gainsborough and Rural area and four statements a year in the Sheffield area.
- Provide a rent statement on request.
- Review your service charge once a year and provide you with a statement of how the charges have been calculated.
- Issue refunds of overpaid rent within 21 working days of receiving a valid request.
- Process new direct debit mandates and notify you of payment dates and the amount due 10 working days prior to requesting the money.
- We can arrange for an appointment at our offices or your home with a member of staff to discuss any questions about your rent.
- Refer you to the Citizens Advice Bureau if you require more specialist debt advice.
- Agree reasonable repayment plans with you to pay your arrears.



**“Better homes and better services for better lives”**

