



Rent and Service Charges



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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





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 monthly in advance unless you pay by direct debit.



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

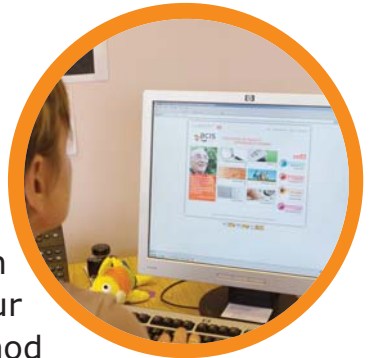
Cash/cheque payments can be made at any Post Office or Payzone outlet free of charge using a Giro Swipecard provided by Acis Group.



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?

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 lease 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 forfeiture of your lease.

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.

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

We will also inform your mortgage company.

Will my rent change?

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

What is a Service Charge?

The Service Charge is a payment towards the costs of providing and maintaining building related services for all customers.

How is the Service Charge calculated ?

The monthly service charge for your property is reviewed in October of each year. The Service Charge is calculated by looking at the costs of providing the service last year and the anticipated costs of providing the same service this year.

If your Service Charge last year exceeds the costs of providing the service, the difference will be adjusted in this year's charge. Similarly, if costs exceed the Service Charge, Acis Group will seek to recover this by an appropriate increase in the charge to be paid this year.

Who monitors the services I receive?

Your Area Housing Manager will monitor the services provided to you throughout the year to ensure you receive the highest quality, value for money service. As part of our monitoring procedures we will be asking you for your feedback on the services provided.

What happens if I am not happy with the service?

If you are not happy with services provided, please contact Acis Group on FREEPHONE 0800 027 2057. If the service is provided by an external contractor, we will make sure they are informed of your dissatisfaction. We will also consult with you on an ongoing basis in relation to the services we provide.

Keeping you informed

Every year Acis Group will provide every customer who has a Service Charge with an annual Service Charge Statement which shows the costs incurred by Acis Group and the amount payable by you.

The Service Charge Statement

The Statement shows the service chargeable costs for each scheme or block of properties by appropriate category for the financial year just ended, together with the anticipated costs for the new financial year. The total costs are divided by the number of properties in your scheme or block to give a Service Charge payable per property.

Your current Service Charge for the year just ended is also shown, which shows if you have been over or under charged. Any over or under charge will be adjusted by adding or subtracting it from the amount payable per property in the new financial year.

Your rights

By law, you have a right to request from us further information to support the service charge and calculation. You also have the right to appeal to the Leasehold Valuation Tribunal if you think the level of service or service charge is unreasonable.

If you have any queries or comments in relation to the charges for services provided, please contact us on **FREEPHONE 0800 027 2057**.

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.

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Překladačské služby jsou k dispozici

Service de traduction disponible

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کوردی - ئینگلیسی

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Übersetzungsservice erhältlich

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Překladačské služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

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ترجمہ کرنے کی سروس دستیاب ہے

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