

Great People, Great Homes, Great Location



Rent Management Review:

Service Standards

(Your Responsibilities)



Service Standards



MHA's Mission Statement

“To provide **high quality homes**
& services that put **people first**”



MHA's Responsibilities



Monmouthshire Housing
Tai Sir Fynwy

Introduction

This leaflet will give you all the information you need about **MHA's responsibilities** regarding your rent account.

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh, braille or audio format.

Before your tenancy starts MHA will:

- Provide information to all applicants on the Monmouthshire Homesearch website, on our own website and at sign up for a new tenancy. This includes guidance on the cost of renting your home, a housing benefit application, information on credit unions, furniture recycling and home contents insurance
- Advise you on the likely cost of moving home
- Inform you of the weekly rent of your home together with any associated charges
- Carry out a risk assessment of your circumstances based on your ability to sustain a tenancy with us
- Provide you with an indication of your eligibility for housing benefit, assist and advise you on how to complete a housing benefit form where appropriate, making sure that you understand that the responsibility for payment of housing benefit lies with you
- Advise you that you must pay one week's rent in advance at tenancy sign up that relates to a week's water rates if you are in receipt of housing benefit and one week's full rent if you do not receive housing benefit
- Find out your preferred method of contact with MHA and accommodate this as far as possible

Service Standards

- Discuss your support needs and refer you to appropriate support if necessary. We will do everything to ensure that vulnerable people understand the arrears process and how this may affect them
- Advise that future rent payments should be by direct debit and inform you on how MHA can assist with setting up bank accounts
- Advise you of the other ways you can pay rent
- Remind you of your responsibility to keep your rent account one week in advance and inform you what will happen if this is not adhered to
- Treat all information received confidentially
- Provide you with this information in Welsh, braille or any other medium or request

After signing a new tenancy, MHA will:

- Make initial contact with you by telephone or text as soon as possible after you have fallen into arrears
- Arrange for an Energy & Income Advisor to visit you within 14 days of you moving into your property
- Arrange for a new tenancy visit to be undertaken within six weeks of you moving into your property, by your Neighbourhood Officer
- Treat all information received confidentially

Arrears

If you fall into arrears and do not make, or keep to an agreement to clear them, MHA will:

- Make an agreement with you to clear your rent account by instalments and advise when the debt will be cleared if you keep to the arrangement
- Offer support services if required
- Where no agreement has been reached, start legal action to secure the debt that you owe
- Inform you of the consequences of non payment
- Take non legal or legal action in a timely way that is appropriate to the level of arrears
- Legal action will only be taken in serious cases
- Inform you of the additional cost to you of a possession hearing and its implications
- Inform you how you can get representation should the matter progress to a court hearing
- Advise social services and Monmouthshire County Council's Housing Options Team if you have children and you are in danger of losing your home
- Inform you of the additional cost of obtaining a warrant for the possession of your home
- Treat all information received confidentially

How to Contact us

General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or an neighbourhood issue, please call the Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Including Emergency Out of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (if you are calling from mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Useful Contacts

MHA's Main Office:	0345 677 2277
MHA's Rent Line:	0303 123 1127
Repairs Helpline:	0800 980 7751
TV License:	0300 790 6131
Council Tax:	0345 372 3601
Homemakers:	0187 385 7618

Utility Companies

Welsh Water:	0800 052 0130
Swalec:	0345 026 0656
British Gas Emergency:	0800 111 999

Useful Websites

Our Website: **www.monmouthshirehousing.co.uk**

MCC's Website: **www.monmouthshire.gov.uk**

Notes

Service Standards



MHA's Responsibilities

Monmouthshire Housing Association

- ☎ **0345 677 2277**
- ✉ **communityservices@monmouthshirehousing.co.uk**
- 🌐 **www.monmouthshirehousing.co.uk**
- ✉ **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ
- 📘 **facebook.com / Monmouthshire.Housing**
- 🐦 **twitter.com / mon_housing**



Scan the QR code to access
the MHA website.