

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**”

Your Responsibilities



Monmouthshire Housing
Tai Sir Fynwy

Introduction

This leaflet will give you all the information you need regarding **your 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.

Your Responsibilities

Your responsibilities in relation to your rent account are in your tenancy agreement.

You should be made fully aware of the following responsibilities before signing your tenancy agreement. In particular, you are responsible for:

- **Your own rent account, any former rent accounts that you may have with MHA, garage or car port accounts and any outstanding amounts. This includes the whole sum of any arrears that may be outstanding on those accounts (regardless of whether there is a joint tenant responsible for that account)**
- **Payments made to cover your rent or any service charges, or any arrears of these. If you claim benefit, the claim will be your responsibility, even if MHA staff provide assistance with this**
- **Liaising with any joint tenant (possibly a partner or relative) of the rent account as is necessary for them to keep up-to-date with any issues relating to that account, and working with them to ensure that agreed payments are made on time**

Rent Payments

With regard to rent payments, you are responsible for:

- **Paying your rent at least one week in advance and as appropriate so that you remain out of arrears**
- **Making payments regularly, either weekly, fortnightly, four-weekly or monthly, as agreed with your Neighbourhood Officer or as by order of the Courts**
- **Making payments by direct debit - the default method of payment - unless circumstances mean that this is not possible, as agreed with your Neighbourhood Officer**
- **Informing MHA as soon as possible if you have concerns about your ability to afford your rent, and working with officers in a productive way to address these concerns**
- **Planning for and meeting any notified rent increases**
- **Clearing any arrears balance (including any amount outstanding on sub-accounts) before you end your tenancy, assign it, transfer or mutually exchange from it. Failure to have a clear account balance will affect your ability to assign, transfer or mutually exchange your tenancy**

Arrears on Your Account

Where you are either a current or former tenant with an arrears balance, you are responsible for:

- **Working with MHA to reduce arrears, such as by making yourself available to discuss arrears, responding to MHA's attempts to contact you and by suggesting appropriate and realistic repayment plans**
- **Keeping to repayment plans as agreed by the Neighbourhood Officer, or as ordered by the Court**
- **Informing MHA in advance, in exceptional circumstances, when you are not able to make a payment, and establishing a payment plan to compensate for this**
- **Engaging with appropriate support offered by MHA or its partners, as is necessary, to address issues relating to your rent account**

If you have an arrears balance and fail to engage with MHA to maintain an appropriate and realistic payment plan for this balance, MHA may take legal action to address this. As a last resort, this may lead to you being evicted from your home.

Never feel that you cannot discuss any rent related issues with your Neighbourhood Officer.

Service Standards



Your Responsibilities

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



Your 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.