

Rent and Service Charges

BCHA will:

- Provide efficient, value for money services to all customers, shared owners and leaseholders ensuring that service charges are reasonably incurred and that all services are provided to a good standard.
- Work with customers to ensure prompt payment of all monies due from them under the terms of their Tenancy, Leasehold or Licence Agreement.
- Prepare timely and accurate information about the cost of services for which service charges are due.
- Monitor the services provided by all third party or in house contracts for supplying services on a regular basis. Ensure that services are provided according to the agreed contract specification.
- Ensure any variations in the service or the standards achieved will be recorded and will be used to build the budget for the following year.
- Determine an appropriate level of administration, management and third party management Fees.
- Provide customers with a breakdown of the following year's charges once the budget for that year's expenditure has been agreed. This is expected to be by February of each year.
- Consult customers and housing benefit on rent and service charge increases.
- Provide a range of flexible and convenient ways for customers to pay their rent
- Provide rent statements 4 times a year to customers, on request and throughout the arrears management stages.
- Give advice about filling in Housing Benefit forms/Universal Credit online applications and refer customers to money advice agencies.
- Work with and support customers who have challenges paying their rent and agree on a method of repayment

