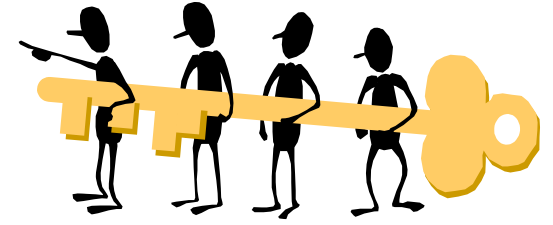


Rents and Service Charges



Service Standards



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

Bengali	আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন।
Gujarati	તમારી ભાષામાં આ માહિતીને સમજાવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો.
Hindi	हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें
Punjabi	ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ
Chinese	我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。
Farsi	ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریافت کنید. لطفاً از یکی از کارکنان تقاضا کنید.
Urdu	ہم آپکی اپنی زبان میں ان معلومات کو سمجھنے میں آپکی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔
French	Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel.
Polish	Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu.
Portuguese	Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários.

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS

The Media Centre, 6 Friendly Street, Huddersfield HD1 1RD

Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

We can help

connect housing
homes, communities, cultures

Our Aims

Connect Housing aims to provide both affordable housing and services that provide good value for money. In order to do this and to remain financially sound, we aim to collect all rent and service charges that are due to us.

We want to make paying your rent and service charges as easy and convenient for you as possible. We aim to help you keep track of your payments so that you know how much you have paid and how much is outstanding. We want to help you resolve any payment difficulties if you encounter problems.

Rent Payments

We will offer you a number of ways to pay your rent. These include:

- Direct Debit or Standing Order – we will be happy to help you set this up.
- Use of an Allpay payment card – using this card you can make payments over the phone, with a debit or credit card, using an automated 24x7 service. If you have access to the internet, you can make payments by logging onto www.connecthousing.org.uk and clicking on the Allpay.net logo. If you would like an Allpay card, please let us know and we will arrange for one to be sent out to you.
- Payment at our offices using cash, a cheque, debit or credit card or your Allpay payment card.
- Payment at shops, petrol stations and post offices that display signs for e-pay or PAYzone using cash and your Allpay card. Ask us for details of the location of payment outlets.

Leeds Office
205 Roundhay Road
Leeds LS8 4HS
Tel: 0113 285 0400
Fax: 0113 234 0482
minicom: 0113 235 0416

Huddersfield Office
The Media Centre
6 Friendly Street
Huddersfield HD1 1RD
Tel: 01484 353530
Fax: 01484 353545

Email: corporate.services@connecthousing.org.uk

Website: www.connecthousing.org.uk



A charitable housing association



Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a * are measured and monitored. However, if you spot that we fall short of the standards that we have described, please contact a member of the Community Services Team or the Service Improvement Team and we promise to investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe that this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

- By post using cheques or postal orders. Please make them payable to "Connect Housing Association" and write your name and address on the back of cheques.
- Housing Benefit direct payments.
- Supporting People subsidy.

Service Charges

Some parts of the local environment may be our responsibility to look after (e.g. cleaning in the stairwells if you live in a flat, gardening if there is a communal area etc). You may pay a service charge towards the cost of this.

We will:

- Consult you before providing additional services that will incur a service charge.
- * Ask you what you think about the quality of services you pay for e.g. window cleaning and garden maintenance.
- Tell you how we calculate your service charge if you request this information.

Credit Balances and Tenant Refunds

If your rent account is in credit and you request a refund off us, we will take 10 working days to process the refund and return the credit to you. This will allow us to do any necessary checks we may need to do to ensure the credit balance on your account is correct.



Help and Advice

We will:

- Provide staff who are able to check and submit information to help you with your claim for Housing Benefit or Supporting People subsidy.
- Tell you where you can get advice on Welfare Benefits so you can get the amount that you are entitled to.
- Make sure that your rent account is managed efficiently and that appropriate action is taken if it goes into arrears.
- Send you a rent account statement every three months.
- Provide you with a copy of your rent account whenever you request it.
- Arrange an appointment at our offices with a trained member of staff to discuss any rent query you may have.
- Provide you with information about what will happen if your rent account is in arrears.
- * Contact you if you fall behind with your rent payments and aim to do this before your rent account is one month or more in debt. We may contact you before this if you pay your rent weekly or fortnightly.
- Arrange a referral to our floating Support Team, if you think you will benefit from this help.
- Tell you where you can get more specialist debt advice.
- Make an arrangement with you to help clear your debt if you are behind with rent payments.

- Always give you notice of any intention to start court proceedings to enforce the conditions of your tenancy.
- Tell you about where you can get independent legal advice.
- Give you at least four weeks notice in writing of any rent increase.
- Provide you every year with information about the cost of services provided by us (for which you pay a service charge).

Housing Benefit and Supporting People

If you are claiming (or plan to claim) Housing Benefit or Supporting People subsidy, it is essential that you make sure your claim is up-to-date and that all the relevant information needed to process your claim is made available to the Housing Benefits (HB) Department. This will make sure that you receive all the money that you are entitled to towards paying your rent and service charges.

HB Departments are run by the local authority and are not linked to Connect so it is very important that you take responsibility for your claim and respond to all the requests for documents and forms that the HB Department may make. HB is a benefit made to you and depends on your personal circumstances - your eligibility for HB may change if your circumstances change. We are happy to help and advise if possible but remember we are not the HB Department!

