

# Income Management

Our Income Management Team is responsible for monitoring and collecting all income available to Aspire. They also offer support and advice to customers who are facing financial difficulty and are struggling to make regular rent payments.

## OUR COMMITMENT TO YOU

- We will offer you a range of payment options to make it as convenient as possible for you to make a payment to us 24 hours a day, 7 days a week, 365 days of the year.
- We will provide you with clear information to explain how your rent and service charges have been set and how any changes have been determined.
- We will send you a statement of your rent and service charges four times a year.
- When customers get into financial difficulties we want to make sure that they enter into sustainable payment arrangements and have access to independent help and advice to improve their situation.
- If a customer's account falls into arrears we will act promptly to help them address the problem.
- We want to avoid any customer losing their home as a result of financial problems and will only take Court action as a last resort after we have made attempts to contact them and an agreed payment arrangement has failed.
- We will respond quickly to all enquiries received regarding missing payments.
- We will support our customers in tackling the problems caused by worklessness and financial exclusion.
- We will monitor the impact of the advice provided by our partner agencies and the Value for Money of our agreements with them.

## STANDARDS WE WILL MONITOR

- When a customer falls into rent arrears we will let them know within 7

days.

- On an annual basis we will review with customers all payment options available to ensure they are as convenient and cost effective as possible.
- We will complete a benefit assessment for all new customers to ensure that they are receiving all the income they are entitled to.