



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standard – Housing Income Management

Service Overview

The Housing Income Management Service collects rent and other service charges due. It aims to maximise the level of income received, whilst keeping customer debts to a minimum.

Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customers include tenants and leaseholders.

Our Partners

Debt advice and Welfare Rights services, Helping Hands and the Department of Work and Pensions.

Access

Customers can access our service through the following methods:

Phone

By calling our Customer Service line on 0116 288 8961 (see our website for opening hours)

Email

Customers can contact us by emailing our Income Management officers:

Income.Team@oadby-wigston.gov.uk

Online

Rent payments can be made online

Our Standards

| When you | We will | Timescale/Target |
|--|---|-------------------------|
| Contact housing income with any rent related query | Respond to your enquiry | Within 3 working days |
| Experience difficulties in paying your rent | Make contact with you to establish your circumstances and discuss the best way to support you going forward | Within 3 working days |
| Advise us of a vulnerability or issue that affects your ability to pay your rent | Support you in making a referral or signpost you to an agency or voluntary group | Within 3 working days |