



PCH SERVICE STANDARDS


PAYING YOUR RENT & SERVICE CHARGES


We want you to live in a home that is warm, safe, and secure, and we rely on our rental income to help us maintain and improve your homes.


We will:


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Provide a range of secure ways to pay your rent and other charges, encouraging Direct Debit as our preferred method of payment.
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Provide you with access to your rent statements online through our MyPCH resident portal and accompanying app or send you a printed statement on request.
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Let you know if your rent and service charges change at least 28 days in advance. If there is a change to your Direct Debit payment, we will let you know 10 days in advance.
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Make sure that payments appear on your account within two working days.
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Contact you if you miss a payment and help you to get back on track. We will agree an affordable payment arrangement, and refer you to our support services or other agencies if you need more specialist help e.g. help with claiming benefits you are entitled to.
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Give you clear information about what your service charges cover and how we have calculated them.
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Ensure that all new Universal Credit claimants receive the correct initial payment.

How we will measure this:

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Additional income (£'s) generated for tenants as a result of helping them claim benefits and other financial support.
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Number of customers helped through the Financial Support Fund in the current financial year.
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Number of customers helped by our Financial Inclusion Officers in the current financial year.
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% of customers who pay their rent by Direct Debit.