



Income Management Service Standards

Endeavour Housing Association is committed to providing an excellent service to you. Part of this service involves us managing our income efficiently to ensure that we can continue to provide these services.

At Endeavour we expect our tenants to pay the rent charged for the property they live in. Our approach to income collection focuses on prevention, providing support and advice as appropriate and offering affordable options to reduce debt in the event of arrears. Enforcement action is only used as a last resort when other measures have failed. We will treat each case individually and as far as is reasonable, take account of the households wider circumstances when seeking to recover rent arrears.

Paying your rent and other service charges

To make things as easy as possible, we have provided a number of ways to pay your rent. You can pay:

- by Direct Debit straight from your bank account
- by Standing Order straight from your bank account
- in person by calling into our office
- over the telephone by phoning our office on 01642 796200
- via the internet at our website, www.endeavourha.co.uk

Using your rent swipe card you can make payments:

- by cash, cheque or debit card at any Post Office
- by cash or debit card at any retail outlet displaying the Payzone, or Paypoint logo
- by cash, cheque or debit card at our office



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If you ask us to check your rent account we will:

- tell you how your rent has been worked out
- tell you what you have paid
- tell you what you owe

If you have paid too much rent we will give you the credit balance back, or hold it against any arrears or debts you owe.

Rent Statements

We will provide you with a rent statement every six months or more regularly if you ask. You can request a copy of your rent statement by:

- letter
- telephone
- personal visit to our offices (if you have proof of identity with you, if you do not have proof of identity we will post one out within one working day)

Rent Arrears

If you are in arrears with your rent we will:

- contact you by various means, including letters, telephone calls and home visits
- treat you in a fair and consistent manner
- advise you of how much you owe and the action we intend to take
- where instalment arrangements are agreed, continually monitor and review the payments that are being made

If legal action is required to recover the debt you could lose your home. The costs of carrying out this action will be added to your rent account. We will continue to recover the debt even if you leave the property, or are evicted. This could include the appointment of external debt collectors.

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Spanish

En caso de que el inglés no sea su idioma de preferencia, favor contactar Endeavour Housing Association, quienes podrán ofrecerle un servicio de traducción sin cargo, al **0800 9 80 90 50 / 01642 796200**.

Portugese

Se o Inglês não é a sua língua preferida, por favor contacte a Endeavour Housing Association, que pode fornecer-lhe um serviço de tradução gratuito, pelo nº. **0800 9 80 90 50 / 01642 796200**

Dutch

Als Engels niet uw taal van voorkeur is, neem dan contact op met Endeavour Housing Association via **0800 9 80 90 50 / 01642 796200**. Zij zorgen dan gratis voor een vertaling.

Kurdish

0800 9 80 89 50 / 01642 796200 فۆنۆی له ته رێگای ژماره له ، تکایه زمانى ئینگیلیزی نییه ر ئۆگریتان به گه ئه وه کانى به تکاریه تاكو خزمه Endeavour Housing Association ن به ندی بکه یوه په 01642 796200 شتان بکات رگئران پئشکه خۆرایى

Urdu

سے Endeavour Housing Association عربانى اگر انگريزى آپ کى ترجمي حى زبان نہيں، تو برائى م 0800 9 80 90 50 / 01642 796200 کريں، جو بال معاوضہ ترجمہ کى خدمت فرام کر سکتى مے۔ پر رابطہ

Farsi

0800 9 80 90 50 / 01642 796200 اگر انگلیسی زبان مطلوب برای شما نیست، لطفاً از طریق شماره تلفن Endeavour Housing Association با 01642 796200 تروص هب همجرت تامدخ هئارا ناکم ات ديريگب سامت دوش مهارف ناتيارب ناگيار

Bengali

hw` BsfiwR Avcbvi cQf`i fvlv bv nq, AbyMÖn Kfi Endeavour Housing Association-†K 0800 9 80 90 50 / 01642 796200 b^†i †hvMv†hvM Kiæb, hviv webvg~†j” Abyev` cwi†lev cÖ`vb Ki†Z cv†i

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Chinese Simplified

如果英语并非您所习惯于使用的语言,那么请致电 **0800 9 80 90 50 / 01642 796200** 与'全力住房协会(Endeavour Housing Association)'联系,本机构将能够为您提供免费的翻译服务。

Somali

Haddii Ingiriisigu uuna ahayn luqadda aad doorbideyso, fadlan la soo xiriir Endeavour Housing Association, oo kugu siin karta adrrg tarjumaad lacag la'aan, kana soo was **0800 9 80 90 50 / 01642 796200**.

Punjabi

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਐਂਡੇਵਰ ਹਾਓਸਿੰਗ ਐਸੋਸਿਏਸ਼ਨ ਨਾਲ **0800 9 80 90 50 / 01642 796200** ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ, ਜੋ ਮੁਫਤ ਅਨੁਵਾਦ ਸੇਵਾ ਦੇ ਸਕਦੇ ਹਨ।

Arabic

إذا كانت الإنجليزية ليست لغتكم المفضلة يرجى الاتصال بجمعية إندوفر للإسكان على الهاتف رقم **0800 9 80 90 50 / 01642 796200** وسوف يوفرنا لكم ترجمة مجانية.

French

Si l'anglais n'est pas votre langage de choix, veuillez contacter Endeavour Housing Association au **0800 9 80 90 50 / 01642 796200**, qui vous offer un service de traduction.

Traditional Chinese

若您不擅於使用英文溝通,請聯繫Endeavour 住房互助協會(EndeavourHousingAssociation)以便安排免費翻譯服務,聯絡電話是 **0800 9 80 90 50 / 01642 796200**

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