

Plus Dane   
**Voices**

**188**  
of you  
got  
involved

## Review of Income Policy Oct 2022

our **rent policy** was due for review. It sets out how our customers pay rent, how we collect it & what happens when customers find themselves facing difficulty with payments.

**68%**

said the **rent arrears text message** should be sent out to **all customers** regardless of the amount owed



**90%**

happy with the **rent payment options** available



**76%**

happy to go paperless, because you care about reducing your **carbon footprint**



we will **continue to send out automated text messages** every Friday for cases where the arrears balance is equivalent to at least one week's rent. All **automated text messages** will confirm that if an agreement is already in place or a payment has been made recently then the message can be ignored.

Ongoing

we will make sure all **payment options** are easily accessible on both our website & customer portal



March 2023

we will update customers **preferred method of contact**. We will also look at which **communications** do not have to be in **letter format** and consider **email/text** message as an alternative



March 2023

we will make sure we use a **variety of contact methods** where engagement is proving difficult. Including **letter, telephone call, email, SMS & home visits**

Ongoing



we will **increase our visibility in neighbourhoods** by attending **community meetings & events**. We will promote **online campaigns & messages** regarding support with rent on our website, through the **customer portal, Unity magazine & our social media channels**

September 2023

the **lucky winner** of the **£50 shopping voucher** was a customer from **Scholar Green in Cheshire**

