

Rent and Service Charges Service Offer

Our commitments to you

When dealing with us you can expect us to:

1. Provide information about rents and service charges to you that is clear and easy to understand. This information will be reviewed each year by involved customers.
2. Provide statements about your rent and service charge
3. payments every three months, or more often if requested.
4. Ensure that the breakdown of services that you pay for is accurate and easy to understand so that you can see exactly what you are paying for.
5. Give you the opportunity to discuss and influence the services that we provide, including things like gardening and communal cleaning.
6. Provide you with your draft service charge plan in December each year and give you at least four weeks to review and query the plan.
7. Contact you by the end of February each year to inform you what your rent and any other charges will be for the coming year. This provides one month's notice before any changes take affect.

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When we fall down on the commitments that we have made, we want to know:

- If this happens please contact another member of staff or our Customer Services Team on 0800 040 7989 or enquiries@originhousing.org.uk We will make things right for you as soon as possible when you do this.