






## SERVICE STANDARDS

### What you can expect from our RENT AND SERVICE CHARGE COLLECTION SERVICE

#### We Will:-

-  Give you a choice of ways to pay your rent and service charges.
-  Issue you with a statement 4 times a year.
-  Send out estimated service charges for the coming year in March.
-  Issue a credit refund within 15 days of receipt of the request.
-  Send you a replacement payment card within 5 working days of your request.

***If you would like to talk to us about Income Management***

***Telephone: 01858 414500***

***Or email: [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)***



**Deborah Bennett**  
**Executive Director**



**Sarah Conway**  
**Chair of the Board**

**Dated 18 August 2011**

— Strong **Foundations**,  
Stronger **Communities**.....