


2 Rent & Debt Collection for Current & Former Tenants



Birmingham City Council is responsible for collecting rent and any arrears from our current council tenants, along with any outstanding rent and any other housing money that is due from our former council tenants.

We can offer you advice based on your personal circumstances, especially if you find it difficult to pay or need help to reduce your arrears.

We will, however, take legal action against any tenant who consistently fails to pay their rent debt or any other housing debts. If you are a former tenant, we may refer outstanding rent and other housing debts to a Debt Collection Agency.

About these service standards

This document tells you what you can expect from us, specifically relating to the collection of rent and debt collection for current and former tenants.

These service standards have been developed in consultation with tenants. We will monitor our performance against these service standards and share the results. We will review the service standards annually.

Current Tenants



We will:

- Write to tell you if your rent account has fallen into debt and ask you to either make a payment or contact us to make an arrangement to clear the debt.
- Offer you a variety of payment methods.
- Provide help and advice regarding your rent account, including referring you to a debt advice service if you need further help with your finances or have multiple debts, and signposting you to independent legal advice should you require this.
- Charge you for any costs incurred if we TEMC /P Ac4 (g r)1.9ef)0.9e)1.6194 5894 5894 583.3 (e)T.4 (n)0.61 (d)7 (e



- We are always looking for tenants to get involved and help us improve our service. If you would like to offer any comments or suggestions, please contact us.

How to contact us

- Call us on our Customer Services telephone number **0121 675 2006**.
- Email us at **rent@birmingham.gov.uk**
- Visit our web pages at **www.birmingham.gov.uk/rent** where you will find more information about the service we provide and the actions we take. You will also be able to access a variety of tools and forms to help you manage your rent account, such as registering for a BRUM account which will provide you with access to your rent statements.

