

Former Tenants Arrears Service Standards Our Commitment to you

These are the standards for former tenants arrears and recovery work you can expect from us. This is an important step in continuously improving our services to you.

We will:

- Provide former tenants arrears statement within 7 days of a customers request.
- We will answer enquiries about rent accounts within 10 working days.
- Provide information in different languages, Braille, large print and on audiotape if you want it.
- If asked, provide you with a statement of your rent account

We will provide these payment options:

- Leeds City Credit Unions Bill Payment Services
- Bank Standing Order
- Payment at Post Office, Pay Zone and Pay Point outlets
- Salary deduction for some Local Government employees
- Postal payments by cheque
- 24 hour automated Debit and Credit card payment service
- Personal Debit and Credit card payment service from our telephone payment teams (for details see page 12)
- Internet - Please visit our website www.enehl.org.uk

We have a dedicated team who are here to assist you both with arranging affordable payments and with general debt advice if it is required.

To find out more, please contact our Customer Accounts Advisors on the following telephone numbers:-

Burmantofts / Richmond Hill / Chapeltown:	0113 2476227
Moortown / Meanwood / Wetherby:	0113 2476217
Halton Moor / Osmondthorpe / Gipton:	0113 2476223
Seacroft Area	0113 2476228

Alternatively you can write to our Former Tenants Arrears Team, East North East Homes Leeds, Tribeca House, 71 Roundhay Road, Leeds, LS7 3BE.

We will acknowledge and reply to Complaints within 10 working days.