

## When we collect your rent



**We always try to collect all the money we are owed. We work hard to make sure our service is convenient and efficient.**

**If customers do not pay us, we will act quickly, firmly and fairly. This action can lead to the customer being taken to court and even evicted from their home if they do not pay us.**

**These are our promises when we collect your rent.**

### **We will ALWAYS**

- ✓ give you a choice of ways to pay your rent. Most people prefer Direct Debit
- ✓ send you a rent statement every three months
- ✓ explain your options if you have difficulty paying your rent
- ✓ help you agree a plan to repay any money you owe us
- ✓ help you to claim housing benefits
- ✓ offer you money advice or tell you about other people who can help
- ✓ work to collect all the money we are owed, even if you have moved out of your home

### **We will NEVER**

- ✗ increase your rent without telling you at least one month before any changes
- ✗ evict you from your home until we have exhausted all other options

# How to contact us



## General enquiries

**0300 123 1745**

**0300 numbers** are cheaper to call, even calls from mobiles.  
**0300 numbers** are only available to public sector, not for profit or charitable organisations.



## Repairs hotline

**0800 279 2101**



## Text

**60066** (start your text with fch)



## Fax

**0121 236 9953**



## E-mail

[friendship@longhurst-group.org.uk](mailto:friendship@longhurst-group.org.uk)



## West Midlands

50 Newhall Hill,  
Birmingham B1 3JN

## East Midlands

5 The Triangle, Enterprise Way,  
Nottingham NG2 1AE

## For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوھ بکە

विसे ही ठेर ब्राह्म नानं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے