

When we collect your rent

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

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

Our promises to you

How to contact us...

West Midlands

50 Newhall Hill,
Birmingham
B1 3JN

Telephone

0121 506 2800

Fax

0121 236 9953

East Midlands

5 The Triangle,
Enterprise Way,
Nottingham
NG2 1AE

Telephone

0845 608 8110

Fax

0115 986 0050

Internet

enquiries@fch.org.uk

www.fch.org.uk

Repairs hotline

0800 279 2101

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 شئوازيكى تر، تڪايه پەيوەندىيمان يئوہ بکہ
ويسە لى ٻەر ٻارملا ساڻ تپ لىلى وىرپا ورتە ساڻە ئال سىپتەك ورتە |

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
كسى دىگر زبان يا شكل كے ليے برائے مہربانى ہم سے رابطہ كيجیے

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