



Rent Collection Policy

Policy No: 16

Policy Reviewed on: 27th November 2025

Next Review Date: November 2027

Signed: Head of Housing & Property Services

1. Purpose of Policy

This policy is relevant to Littlehampton & Rustington Housing Society Ltd Property Management Services and the staff within the Estates Team.

2. Rent Setting & Collection

At LRHS we are committed to ensuring that rents and service charges are fair, transparent, and managed responsibly. We aim to support residents in maintaining their tenancies while meeting our obligations as a registered housing provider.

3. Rent Setting

The Society's Management Board meets annually in February to review and agree the annual budget and assess rents for the forthcoming financial year.

We are required by the Homes England Regulator to manage our finances responsibly and maximise income while ensuring rents remain affordable for residents.

All rents charged by the Society are considered reasonable by the Local Authority and the Department for Work and Pensions (DWP) for Housing Benefit and Universal Credit purposes. In eligible cases, these benefits may cover all or part of the rent payable.

4. Rent Increases

Where rents are increased, tenants have the right to appeal to the Rent Assessment Committee, which forms part of the Rent Officers Service.

Following assessment, the rent determined by the Committee will become the fixed rent payable, regardless of whether it is higher or lower than the original rent set by the Society.

5. Service Charges

Service charges are reviewed annually by the Management Board.

Service charges are normally fixed for a 12-month period, although in exceptional circumstances they may be adjusted.

6. Rent Collection

Rent is collected and accounted for monthly and must be paid in advance.

The Society's financial year and first accounting period begin on 1 April each year.

7. Payment Methods

Tenants are encouraged to pay rent by standing order unless payments are made directly by the Local Authority or the Department for Work and Pensions (DWP).

Where applicable, Housing Benefit or Universal Credit payments may be paid directly to the Society.

8. Help and Support

We understand that financial circumstances can change and encourage tenants to seek advice as early as possible if they are experiencing difficulties with rent payments.

Any tenant who is unsure whether they may be entitled to Housing Benefit, Universal Credit, or other housing-related support should contact a member of the Estates Team for guidance and assistance.


Residents may also contact:

- Department for Work and Pensions
- Arun District Council
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Contact Us

For rent account enquiries or support, please contact us:

 estateoffice@lrhs.co.uk or  01903 787222 or

 finance@lrhs.co.uk

9. Responsibility

- 9.1 LRHS Board will have overall governance responsibility for this policy and its implementation.
- 9.2 CEO & Head of Housing & Property Services have strategic responsibility for the operational day to day management of this policy.

10. Equality and Diversity

LRHS will ensure that this policy is applied fairly to all its tenants and employees and will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in LRHS' Policy.