

Income Maximisation team

Service Standards

These service standards outline how the Income Maximisation team supports residents, what you can expect from us, and how we work together to ensure rent and charges are managed effectively.

1. About the team

The Income Maximisation team is responsible for collecting rent and service charge income for the council's housing-related activities. We aim to maximise income to support the delivery of housing services and to assist residents in sustaining their tenancies through a wide range of support activities.

The team works with all housing-related services, and in particular the Financial Inclusion team to provide specialist welfare benefits and debt management support and assistance to tenants to enable them to sustain their tenancies.

2. How to access the service

The team offers several ways of making contact and for accessing information about its services:

- by telephone 📞 01895 556182 – a duty system operates for handling most enquiries. We will also provide direct contact details for your allocated Income Maximisation Officer.

- by email ✉ incomemaximisation@hillingdon.gov.uk
- in person at 🚶 Civic Centre, Uxbridge, UB8 1UW between 9am and 5pm, Monday to Friday.

For more information, visit 🌐 www.hillingdon.gov.uk/housing.

3. What to expect from us

- We will contact you promptly if you fall into rent arrears to offer support and agree ways forward.
- Your situation will be handled by well-trained staff who aim to resolve your query quickly and professionally.
- We will provide clear advice and practical support to help you manage your rent account.
- We will negotiate mutually agreeable repayment arrangement based on a standardised financial assessment, which will be sustainable and based on documented essential expenditure
- We will treat you courteously, fairly and with respect and ensure that we understand your circumstances to offer the most appropriate support and advice.
- Our escalation and recovery procedures will meet all legislative and regulatory,



including the Rent Arrears Pre-Action Protocol requirements and be designed to help you sustain your tenancy.

- We will take legal action where other attempts to resolve issues have been unsuccessful.
- We will signpost you to other services and support within the council or through external organisations who can offer additional help and support to manage your financial circumstances. We will provide additional assistance to vulnerable tenancies to enable them to successfully connect with support agencies.
- We will provide practical help and guidance to access benefits, grants and other financial support where appropriate.
- We will liaise with representatives acting on your behalf where you have given your consent.

4. What we expect from you

- Contact us immediately if you experience financial difficulties so we can support you and that you keep us informed if your circumstances change.
- Treat our staff fairly and with respect and in a positive manner to avoid conflict and confrontation.
- Agree and maintain rent arrears repayment plans and to contact us if you experience difficulties in keeping to the agreement.
- Understand that our officers are here to help but also to make you aware of the consequences of not maintaining your account satisfactorily.

5. Training

All staff act to ensure service delivery is in accordance with current guidance and policy. Our staff will be required to undertake mandatory and job-specific training as well as ongoing learning for their continued professional development.

6. If you're not satisfied

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at  www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on  01895 277800
- visiting  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting  www.housing-ombudsman.org.uk.

7. Equality and diversity

We will promote equality of opportunity and diversity in all aspects of our operations, including the management of residents and leaseholders. Service delivery will be provided without discrimination based on race, gender, disability, or any other protected characteristic and every case will be considered on its own individual basis.

8. Accessibility

Officers will be accessible to speak to you directly to explain any aspect of our service.

If you would like this document in another language or format, please tell us by using the contact details above.

9. Monitoring and review

Our performance against these standards will be reviewed quarterly and published in the annual report.

We will report on how we use your feedback to continuously improve our services.

10. Data protection

Your personal information will be handled in accordance with data protection laws and our housing privacy notices. We will only use your data for purposes related to your tenancy and income management. For more details, see our Privacy Policy at  www.hillingdon.gov.uk/privacy.