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The Rents Team are responsible for the collection of rent and the recovery of outstanding arrears. The team's priority is to ensure that customers are supported every step of the way so they do not fall behind with their rent and allow arrears to build up on their account.

When arrears are outstanding, the team will make contact at the earliest stage possible. This might be by phone, letter or home visit - but they will do their best to speak to each customer to discuss why they might be struggling with payments. In addition to this, they also remind the customer of what might happen if they do not pay, and look at referrals they could make to other services outside of BCH that may be able to assist with any financial or debt issues.

The team have their own in-house support workers called 'Rent Intervention Officers' (RIO's) who are on hand to provide that face to face support that many customers need when they are struggling with arrears and other debts. For more information on the RIO's, go to their page [here](#).

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Email: rent@bch.co.uk

Text: 07501 921015 - Don't forget you can text us! Send any query via text (with your full name and address) and we will respond within 24 hours (working days only)





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