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Rent Intervention Officers (RIO's)



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Ultimately, it is your responsibility to ensure your rent is paid and this includes the payment of any Housing Benefit. However, the Rents Team understand that there are times you might struggle to budget your money and can fall into arrears as a result. Here at BCH we will provide support and advice with any difficulties you find yourself in and the Rents Team will make referrals to our Rent Intervention Officers (RIO's) so they can provide more 'one to one' support.

Our RIO's will carry out an initial appointment to go through anything you feel you are struggling with and start working towards agreeing an Action Plan. Though the focus of this is to look at your financial situation, they can also discuss other tenancy matters that may be having an effect on a customer's ability to make a rent payment. They will do budget plans and action plans and can also help complete forms for Housing Benefit. The service is very flexible and tailored to the individual needs of the customer; however it is essential that an individual works with the RIO and listens to their recommendations.

To speak to one of our RIO's or to request a referral, please contact The Rents Team.

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