



WHITE HORSE HOUSING

How we deal with Rent Arrears and Eviction



“We promote equality of opportunity in every aspect of our business in line with our objectives.”



RENT PAYMENTS

- Tenants have a legal obligation under the tenancy agreement to pay the agreed rent on Monday every week.
- Rent can be paid by allpay.net (using a swipe card) at any Post Office, Paypoint, by Post Office Giro, Direct Debit or Standing Order. You can also use the allpay.net card to pay by debit card via the internet or telephone.
- Rent can be paid weekly, fortnightly or calendar monthly, but these payments must be in advance.
- Housing Benefit can be paid directly to the Association by the Local Authority.



If you are having difficulties making your rent payments it is essential you contact the Association for advice.

If you ignore the problem and will not talk to us, it becomes much more serious.

RENT ARREARS

- Rent accounts are monitored weekly.
- If you are in arrears you will be contacted by letter, telephone or visited and asked to clear the arrears.
- The Association will only enter into agreements for the arrears to be cleared by installments in exceptional circumstances.
- If you fail to clear the arrears you will be served with a Notice of Seeking Possession. This stays in force for a year and four weeks' following its service the Association can apply for a Court Order.
- This can lead to Court costs being added to your debt and you could be evicted from your home.
- If you are evicted for rent arrears the Local Authority may decide you are intentionally homeless and may not take any responsibility for re-housing you in the future.



- You should contact the Association for advice immediately if you are having difficulty paying your rent.
- You may be able to claim housing benefit from the Local Authority.
- The Citizen's Advice Bureau (CAB) can offer you advice on any additional benefits you may be entitled to claim.
- If you have a number of debts, CAB can offer you advice on the best way to manage debt.
- It is essential you prioritise your debts. Rent/mortgage payments, council tax and inland revenue bills should be given priority over other bills.
- **It is most important that you do not ignore the problem. Speak to us and we will do our best to help and advise you.**

White Horse Housing Association Ltd
New Hall, Market Place
Melksham
Wiltshire, SN12 6EX

Tel: 01380 850916
info@whitehorsehousing.co.uk
www.whitehorsehousing.co.uk

White Horse Housing Association is a Registered Society under the 'Co-operative and Community Benefit Societies Act 2014' (24672R) and is an exempt charity under the Charities Act 2011.
Affiliated to the National Housing Federation

This leaflet is part of the Resident Handbook and can be viewed or downloaded from www.whitehorsehousing.co.uk

