

What to do if you are behind with your rent

- Contact the Tenancy Services Team and discuss your situation with your Housing Management Advisor. We will then agree a repayment plan with you.
- Our staff will adopt a sensitive approach to tenants, particularly those who are struggling to meet their financial commitments.
- If you are having difficulty paying your rent and other debts or are unsure of your entitlement to Benefits and Tax credits which can increase your income, contact our Money Management Advisor on 01623 608910.
- Payments can be tailored to suit tenants' income patterns eg weekly, fortnightly or monthly *in advance*. We have a wide variety of payment methods including Direct Debit weekly on a Monday or Friday or monthly on the 7th of the month.
- If you get into any further difficulties at any time with your payments, or if your situation changes, contact your Housing Management Advisor immediately.

Tenancy Services Team

01623 608907

ھس زانیاریہک دہریارہی ناشفیلڈ ھؤمس کہ بہ زمانی نینگلیزی نوسراوہ نہتوانریت بؤ زمانی کوردی تہرجومہ بکریٹ. تکایہ داوای زانیاری زیاتر لہ نہندامینکی دستہی فرمانہبران بکہ.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

اشفیلڈ ھؤمس سے متعلق انگریزی زبان میں دستیاب کی گئی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے ہرمانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

अंग्रेजी में लभेले अशफ़िल्ड होमसनी कोरु पशु मासिती गुजरातीमां तरजूमो थरु शके - कृपा करी वधारे विगत माटे स्टाफ़ना सभ्यने पूछी

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)

“Do you have any Problems paying your Rent” leaflet is available in large print, audio, Braille and other languages. Please contact Tenant Participation Officer on 0800 9520198 Minicom 01623 608989.

“Delivering Excellent Housing Services”



ASHFIELD HOMES



Do you Have any Problems Paying Rent?

Many people have difficulties paying their rent and other bills these days.

Your money problems can only be solved if you don't ignore them. They won't go away and the longer you leave them, the worse they get.

If you continue to fail to pay your rent you are at risk of losing your home.

Ashfield Homes do not wish this to happen but can only help you if you contact us. We are here to help **YOU**.

This leaflet will help you take the first steps towards tackling your rent arrears problems.

This leaflet also explains what will happen if you do not take the necessary steps to tackle your rent arrears.



What happens if you fail to pay your rent?

- If your rent account is in arrears you will be sent a letter advising you of this and requesting payment.
- If you do not pay the arrears, you will be sent a reminder advising that action may be taken to recover the debt.
- If your rent account is still in arrears you will be served with a Notice of Seeking Possession.
- If you receive a Notice, contact your Housing Management Advisor immediately.
- When action has been agreed with your Housing Management Advisor you have four weeks to reduce the debt. Failure to do this will mean that court proceedings will be taken to evict you.
- If a Court grants an order against you for rent arrears, you can be evicted.

WARNING!
If no action is taken to pay off the debt, you could lose your home

Help & Information

- Advise our staff as soon as possible if you have a problem.
 - If you are not in receipt of Housing Benefit, please pick up an application form from any of our Property Shops. If you need help completing the form please let us know.
 - **DO NOT** ignore letters you receive about your rent account. Talk to our staff who are there to help you resolve the problem.
 - Staff working in the field of rent arrears recovery are fully trained to provide comprehensive advice to customers.
 - Procedures adopted for rent arrears recovery will reflect fair and equal treatment for all.
 - If you are experiencing money problems contact our Money Management Advisor on 01623 608910, who will be able to help.
 - You can also receive independent and free advice from:
- Citizens Advice Bureau**
Tel: 01623 557686

