



Fact Sheet

Rent arrears

Arrears is the term we use for money you have failed to pay us. Paying a small amount off your arrears each week is better than paying nothing at all.

What to do

Anyone can have money troubles from time to time. If you are having difficulty paying your rent you must let us know immediately and we will work with you to try and help sort matters out. If you know you are going to have problems paying your rent, or you have received an arrears letter from us, you should contact us as soon as possible. A member of staff will discuss your arrears with you and will give you advice on how best to address things. We may suggest you talk to someone who can help, such as our Income Maximisation Officer or the local Credit Union.

If you are unable to pay the full amount you owe, we can enter into an agreement with you to pay it off. This will involve paying an extra amount with your weekly rent over a period of time until the debt is paid off. If you have not applied for Housing Benefit you should apply immediately or talk to us so we can check your entitlement and give you an estimate of how much help you will qualify for. If you don't receive full Housing Benefit and your circumstances have changed you can ask for your claim to be looked at again based on your new circumstances.

If you are joint tenants you should remember that each member of the joint tenancy is responsible for making sure that the full rent is paid. Couples should make a joint claim for benefits. Council Tax arrears are handled separately by the Council Tax Section.

If you do not pay you could lose your home

We will take legal action against you if you do not keep to a repayment agreement you have made with us and you continue to be in arrears with your rent. If you are joint tenants we will take this action against both of you. If you fail to pay your rent, we will serve you with a notice advising you that we intend to apply to the Court to request possession of your home. At this stage you must contact us again. The sooner you do this the less likely it is that we will take you to court.

If you make no attempt to clear or reduce your arrears, we will apply to the County Court for a 'Possession Order'. If we go to court you will have to pay for the costs of going to Court. You may also have to leave your home and will still have to pay your debt even if you leave. If you are evicted from your home, you may be considered to be intentionally homeless and, as a result, may not be re-housed by any other council or housing association if you apply to them.

I think the balance shown on my rent account is wrong. What can I do?

If you think the balance on your account is wrong, please contact us. We will check the account and provide you with a copy of our records. If the balance is wrong, the account will be adjusted. If it is correct, we will explain to you how any arrears have occurred and come to an arrangement with you to repay them.

I am in arrears because my Housing Benefit has not been paid. What can I do?

You are responsible for your Housing Benefit claim. If you are still waiting for your Housing Benefit to be paid, we can still take legal action against you. However, we will check with the Housing Benefit Section prior to doing so to see if they can pay the claim or whether you are likely to be entitled to any help. If you have made a claim for Housing Benefit, you will need to contact the Housing Benefits Section to find out when payment will be made and to make sure that you provided all the required documentation to complete your claim. If you still need to provide any information, this can be taken to Colonnades on Duke Street or any St Leger Homes office. If you delay making a claim or providing information, this could mean the Housing Benefit section will not pay you or may leave a gap in your claim.

Can you take my arrears straight out of my income?

Your local office can ask the Department for Works and Pension to make a deduction from your benefit to pay off some of your rent arrears and service charges. The Department for Works and Pension will decide if this is possible.

For further information contact

Write to: St. Leger Homes of Doncaster Ltd
St. Leger Court
White Rose Way
Doncaster
DN4 5ND

Tel: 01302 862862
Fax: 01302 862720
Email: info@stlegerhomes.co.uk



BRAILLE | LARGE PRINT | AUDIO

1 Türkçe

3 فارسی

5 國語

7 کۆردی

2 Русский

4 Polski

6 العربية

8 ئورد

