

# FORMER TENANT ARREARS

INFORMATION SHEET 19



## **What are former tenants arrears?**

These are amounts of rent outstanding at any time after the end of your tenancy. In other words, it is rent that has not been paid while you were a tenant of Easthall Park Housing Co-operative.

## **How will I find out if I owe any former tenants arrears?**

Easthall Park Housing Co-operative has a procedure in place to deal with this matter, and as soon as you notify us your tenancy will end we will write and inform you if you owe any rent.

## **How can I pay my former tenant arrears?**

**By Direct Debit** - If you have a bank account the easiest way to pay your rent is by Direct Debit. It will save you time and help you manage your money. Your rights under the Direct Scheme are guaranteed. This payment option will be available to all current and former tenants.

**By Standing Order** - If you have a bank account, you can also pay by Standing Order. If you want to pay by Standing Order we can send you a form to allow you to set up this with your Bank.

**By Phone** - You can pay via Allpay on 0870 243 6040 to make a payment over the phone. Remember when you phone, you need to have your plastic payment card for your previous tenancy to hand.

**By website** - You can pay online at [www.allpay.net](http://www.allpay.net) by again using your plastic repayment card from your previous tenancy.

**By "Paypoint"** - You can also use your plastic payment card to pay your rent at any shop, Post Office or outlet where you see the "Paypoint" logo.

**By Cheque** - You can pay by cheque at the Co-operative's office. Alternatively, you can post the cheque to the Co-operative. You should make cheques payable to "Easthall Park Housing Co-operative" and you should write your former rent account number and address on the back.

## **What if I cannot afford to pay the balance in full?**

If you are unable to pay the balance in full you should contact your Housing Officer as soon as possible.

## **What if I dispute the amount outstanding?**

If you dispute the amount outstanding you should contact the Co-operative to discuss your concerns. Your Housing Officer should be able to explain why you have an arrear. If you are dissatisfied with this advice, we have a complaints procedure you can follow. In this context, refer to our Information Sheet, 10, Complaints.

PLEASE TURN OVER...

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## **What will happen if I don't pay my former tenancy arrears?**

Easthall Park Housing Co-operative will write and inform you of any amount of rent outstanding at the end of your tenancy. If you fail to pay or make an agreement to pay the balance, you will receive a reminder letter. If you still do not pay or make an arrangement to pay, you will be referred to an outside debt recovery agency who will take steps on our behalf to collect the debt. You may also incur additional costs if this happens. If at a later date you apply for a home with Easthall Park Housing Co-operative or any other housing association this may affect your prospects of getting a tenancy.

## **What if I was in receipt of Housing Benefit?**

Housing Benefit payments stop as soon as you stop living at the property. In accordance with your tenancy agreement, if you move out before the end of your notice period, you will then be responsible for the full charges until the expiry of your notice period. If you are acting as an executor of a tenant estate, Housing Benefit ceases to be paid from the date the tenant died.

## **What happens if I have overpaid my rent and my account is in credit?**

If there is an amount owed to you when the tenancy ends, it will be repaid to you once any Housing Benefit payments from Glasgow City Council have been finalised. You should therefore ensure that you leave a forwarding address so that a cheque can be posted to you.

If you move into another Easthall Park property and your account is in credit, the balance will be transferred from your old rent account to your new one.

If you are the next of kin or executor dealing with an estate, the balance will be refunded to you once Housing Benefit payments have been finalised.

## **We always welcome your views and comments about improving our service.**

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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