

# DEALING WITH RENT ARREARS

INFORMATION SHEET 13



## What happens if you have rent arrears?

We understand that everyone can have money problems from time to time and struggle to pay their bills. If it happens to you and you are having difficulty in paying your rent, please get in contact, as we are here to help!

We know that it can be difficult speaking to people about the problems you have but please get in touch as soon as you can. We can provide advice, information and support that can help you through any difficulties you are facing, and if we can't help we will try to signpost you to people who can.

## We won't ignore your rent arrears and here's why you shouldn't:

- Paying your rent is not an option- it is a condition of your tenancy agreement that you pay your rent on time. If you fail to do this, the Co-operative may take legal action against which could ultimately mean you being evicted. Even if you receive Housing Benefit to cover all or part of your rent, it is still YOUR responsibility to make sure it is paid to us.
- Rent is the Co-operative's main source of income. We need rent to repair and maintain your home and to provide our services. Without rent we can't do these things and we will not be able to improve our properties in the future. By failing to pay rent, you let yourself and everyone else down.
- Every year across Scotland, a significant number of tenants are evicted for failing to pay their rent. Our tenants are no different –Easthall Park DOES evict tenants for rent arrears.

The Co-operative sees eviction as a very last resort and we will do everything we can to help and support you stay in your home, but we will consider taking legal action against you if you ignore your arrears and do not keep to an arrangement to clear them. You will find more details on legal action and what this means in our information sheet no. 14, Legal Action and Eviction.

## **So, what happens if you fall behind with your rent payments?**

You should contact us as soon as you can. If you don't we will contact you telling you how much you owe us. It is really important that you take action immediately by paying what you owe or contacting us to discuss the matter.

## **What we can do for you**

Our housing management team are trained to deal with rent arrears in a friendly, confidential and supportive way. Our staff will see you in the office or in your home and we can offer appointments between 5pm and 6.30pm on several evenings each month.

Whether you speak to one of housing assistants or housing officers, they can it is a housing assistant or housing officer you speak to they can

- Agree an affordable payment plan which allows you to pay your arrears in instalments
- Help you with a claim for Housing Benefit
- Arrange for you to see our Welfare Rights Assistant who can offer advice and assistance on not just benefits but a whole range of money matters

## **Do you have other debts?**

There are other agencies which provide free assistance to help you deal with your debts – you can search for these on the Scottish government's Financial Health Service website. [www.scotlandfinancialhealthservice.gov.uk](http://www.scotlandfinancialhealthservice.gov.uk). If you don't have access to the internet we can help you search.

**If you are worried about your arrears, please let us help you.  
But remember, do it now.**

## **How to contact us**

By phone 0141 781 2277 By email [enquiries@easthallpark.org.uk](mailto:enquiries@easthallpark.org.uk)  
via Facebook or Twitter [#Easthallpark](https://twitter.com/Easthallpark) or calling in to the office at:  
**Glenburn Centre, 6 Glenburnie Place, Easterhouse, G34 9AN**



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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