**Rent**

**Help with arrears**

It is important that you pay your rent on time. Our Housing team will contact you and take action if you fall into rent arrears, which could ultimately result in the loss of your home.

**I am a monthly payer why do I get rent letters?**

Your rent is due weekly in advance so if you choose to pay you rent monthly you should make sure that your account is one month in credit to keep in line with the terms of your tenancy agreement.

**What if I do miss a payment?**

If you fall into arrears or know that you will find it difficult to pay, please contact us immediately. It is important that you speak to us as soon as possible. We can give you advise on Benefit entitlements, housing benefit and universal credit claims, making a payment plan and advice on debt agencies.

**What happens if I fall behind on my rent?**

We will contact you and if you are still behind with your rent we will take court action to evict you.

1. **Notice Seeking Possession**

First you will receive a ‘notice of seeking possession’ (or ‘notice of possession proceedings’ if you are an introductory tenant). This gives you four weeks to pay the debt.

1. **Court hearing**

If you still do not pay, there will be a hearing at the county court. The court will make a court order for possession and you will have to pay court costs as well as the rent arrears.

1. **Eviction**

If you don’t follow the county court order to pay, we will request a warrant to evict you. You will have to pay the cost of the warrant fee. The county court bailiff will carry out the eviction. You must still pay the arrears owed and your name will be entered in the list of county court judgements which may prevent you from getting credit and other services.

We always pursue tenants who have left their home with rent arrears and other debts and your priority on Homes in the City will be affected if you leave your home owing rent arrears, court costs or recharged repair accounts.