

CONTACT INFORMATION

Hebridean Housing Partnership
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hebridean housing
partnership

Our phone number
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email

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website

www.hebrideanhousing.co.uk

Registered Charity No: SC035767

Industrial & Provident Society Registration No: 2644R(S)

Rent Arrears

We are here to help

This leaflet explains how to avoid falling behind with your rent payments, and tells you what you can do if you get into difficulty.



Registered Charity No: SC035767

A Registered Society under the Co-operative and Community Benefit Societies Act 2014: 2644R(S)

Registered Property Factor: PF000183

Picture taken from HHP homes at Pairc Niseabost,
Horgabost, Isle of Harris

Making our house your home

Making our house your home

What Can HHP Do?



We are here to help. The earlier you let your Area Housing Officer know there is a problem, the better it is for you and us. HHP can work out a repayment plan, provide benefit advice and can help you access advice services. HHP will only agree a repayment plan which is affordable to you.

Legal Requirements



As a landlord, HHP is required to comply with the Housing (Scotland) Act 2001 and 2010. We must satisfy a number of Pre-Action Requirements before we issue a Notice of Possession.

Pre-Action Requirements protect tenants by making sure that landlords take reasonable efforts to provide tenants with advice and assistance before taking legal action.

Legal Action



If you do not pay your rent and do not come to a repayment agreement with us we will take legal action. We will instruct our solicitors to lodge your case in Court. You may be charged additional legal fees if this happens.

Eviction Is The Last Resort



We will only evict tenants as a last resort. We must be able to prove to the Court that it is reasonable for us to evict you (for example you have not contacted your Housing Officer or kept to repayment agreements and arrears continue to rise).

Your Responsibilities



- You must abide by the terms of your tenancy agreement. This means that you must pay your rent regularly and on time.
- If you experience problems in paying your rent you should discuss this with your Housing Officer immediately. You must also respond to any letters or phone calls from HHP, or to any cards that we put through your door.
- **Don't ignore this as the problem will not go away.** We want to help you address the problem.
- If an arrangement has been made to pay your rent arrears, you must keep to this arrangement. We will do all that we can to support you to meet your responsibilities. If you follow our guidance you can avoid legal action and possible eviction.

Your Responsibilities (cont.)



- If your circumstances change you should contact your Housing Officer immediately. If you are struggling to meet this arrangement please contact us before you break it. We can then discuss a new arrangement.

Paying Rent



Rent money pays for all housing services to tenants such as repairs. It is important that everyone pays their rent or services will be affected.

Your Housing Officer can advise on ways to pay and what to do if you fall behind with payments. Your Housing Officer can also advise you of organisations which might be able to help.

Ways to pay your rent :



- **Cash Payment** - at your local HHP Offices or Comhairle offices
- **Online Payment** - tinyurl.com/hhppayments
- **Payment Card** - at any Post Office or Paypoint/Payzone
- **Bank Standing Order** - forms sent on request
- **Direct Debit** - forms sent on request
- **Housing Benefit /Universal Credit**

For further details contact your Housing Officer on 0300 123 0773.

Additional Help And Advice

Housing Benefit

Comhairle nan Eilean Siar Stornoway - 01851 822642

Citizens Advice Bureau

Lewis - 01851 705727 Harris - 01859 502431 Uist - 01870 602421 Barra - 01871 810608

Social Work Department

Lewis - 01851 822 708 Harris - 01859 502 973 Uist - 01870 604 984 Barra - 01871 817 217

Homeless Services

01851 822821

Shelter Scotland

www.scotland.shelter.org.uk 0808 800 4444

Payplan

www.payplan.com 0800 280 2816

StepChange

www.stepchange.org 0800 138 1111