

# Paying your rent

## Information and advice

Cornwall Housing  
Treven Kernow

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# Paying your rent is Important

## What should I do if I can't pay my rent?

If you are unable to pay your rent, for any reason you should:

- Contact your Rent Management Officer Immediately on **0300 1234 161**
- If you think you might be entitled to housing benefit, contact Cornwall Council on **0300 1234 121** to make an application
- Keep you Rent Management Officer up to date with information about your housing benefit claim and financial circumstances
- Seek independent advice on debts, money management and rent arrears from agencies like the Citizens Advice Bureau on 08444 994188 or the National Debt Line on 0808 808 4000
- **Do not ignore the problem, it will not go away!**



The way that we collect rent and arrears, follows a specific structure with aims to maximise rent collection, but also to ensure that individual circumstances influence that process.

If you do not pay your rent on time, you will be in arrears and we will take action to recover those arrears in the following steps:

- Write to you detailing how much your rent arrears amount to and ask for payment or to contact your Rent Management Officer to make a payment agreement.
- If arrears continue, you will be contacted by a member of the Rent Management Team to discuss your arrears and a way forward. This could be a telephone call or a visit to your home.
- If arrears continue, we will write to you again detailing how much your rent arrears amount to and ask for payment or to contact your Rent Management Officer to make a payment agreement. This is a final warning; the letter will explain that a Notice of Seeking Possession will be served if rent arrears continue.
- Failure to contact or rectify the arrears will result in your Rent Management Officer personally serving a Notice of Seeking Possession on your home. This is the first step to taking you to court.
- Continued withholding of payments will result in a possession claim being made. The court will order you to pay costs of £250 minimum as well as the rent arrears you owe.
- If you fail to pay after the court hearing, you may be asked to leave your home. If you move out while you have rent arrears, you will still have to pay the money that you owe.

Please remember, you will always be given the chance to pay the arrears that you owe. If you stay in touch with your Rent Management Officer we will try to provide you with the support that you need to resolve the issues you have and help you to sustain your tenancy and keep your home.

