

## Useful Telephone Numbers

Citizens Advice Bureau	0845 120 2920
Coventry Law Centre	024 7622 3053
Dept of Work and Pensions	024 7623 2200
Coventry Benefit Advice Line	024 7683 2000
Willenhall Money Advice Centre	024 7651 1117
Wood End Money Advice Centre	024 7661 3629
Housing Benefit	024 7683 1800

## Our Housing Offices:

9 Little Park Street,  
City Centre, Coventry  
Tel 024 7676 7111

29-31 Riley Square,  
Bell Green, Coventry  
Tel 024 7670 8400

192 Torrington Avenue,  
Coventry  
Tel 024 7649 6700

St James Lane,  
Willenhall, Coventry  
Tel 024 7651 6700

## Your Area, Your Service - Helpful Numbers:

### Repairs (24 Hours) Tel 0845 850 6090

Allesley/Whoberley  
Tel 024 7649 6700

Canley  
Tel 024 7649 6700

Cheylesmore  
Tel 024 7651 6700

Ernesford Grange  
Tel 024 7651 6700

Henley Green/Wood End  
Tel 024 7670 8400

Hillfields/ Stoke Heath  
Tel 024 7676 7111

Leaseholder Services  
Tel 024 7676 7220

Radford  
Tel 024 7676 7111

Spon End Central  
Tel 024 7676 7111

Stoke Aldermoor  
Tel 024 7651 6700

Tile Hill  
Tel 024 7649 6700

Wyken  
Tel 024 7670 8400

## Need help in your own language?

French  
**Pour vous  
assister en votre  
propre langue**

Portuguese  
**Assistencia na  
sura propria lingua**

Farsi  
برای کمک به زبانتان

Arabic  
لمساعدتكم في لغتكم

Kurdish  
بوچار به قهبار ده زهانی خوت

Somali

**Luqadaadoo lugugu caawinaayo**

☎ 024 7676 7000

# Dealing With Your Rent Arrears

Whitefriars  
HOUSING GROUP



Whitefriars Housing Group Ltd  
9 Little Park Street, Coventry, CV1 2UR  
Web [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)  
a charitable, industrial & provident society

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## Dealing With Your Rent Arrears

**This leaflet explains what happens when you owe money in rent arrears. It also explains what you should do and what we can do to help you.**

**Your rent pays for our running costs and our services to you as a tenant. Payment of rent is a priority. It is not a choice.**

**If you do not pay your rent we will apply to the Court and you could lose your home.**

### What you should do

- You have signed a legal tenancy agreement: you must make sure your rent is paid on time.
- As soon as you know you will have a problem paying your rent you should contact us immediately.
- Rent should always be your number one priority. Although other bills are important, they shouldn't come first. You won't lose your home if you delay payment of other debts.
- Read any letters we send to you.
- Check that you are receiving any Housing Benefit you may be entitled to.
- Make sure you complete and return Housing Benefit forms sent you, and supply any information requested to confirm your income and identity.
- If you are in arrears, pay off what you owe as soon as possible.
- If you cannot pay off what you owe, contact your Housing Officer as soon as possible.

### What we can do to help you

- We will treat you fairly and respect confidentiality.
- We will offer advice on whether you may be entitled to other benefits, and help you to complete claim forms.
- We will make a fair agreement with you to repay the debt if you have genuine difficulties.
- We will put you in touch with specialist advice agencies that help in dealing with money management and benefit advice.

### What happens when you owe money in rent arrears?

If you do not pay off the amount you owe, or make contact with your Housing Officer to pay off the amount in installments, we will serve you with a Notice of Seeking Possession. This is the first step in asking the County Court to give us the legal right to repossess your home.

If you do not keep to the order that is made at Court we can apply to the Court for a warrant. This means that you can be evicted from your home.

If you are evicted your local council may decide that you have made yourself homeless as a result of your own actions, and would probably not house you until you have paid off your debt.

Even after you have been evicted our debt collection agency will contact you to make arrangements to repay the arrears outstanding.

### How to pay your rent

- By direct debit. The easiest way to pay your rent
- By swipe card at any Post Office or Pay Point outlet.
- By standing order.
- By direct payment of Housing Benefit
- By phone using a debit card  
Telephone 024 7676 7070 .

**Remember that YOU are responsible for ensuring that your rent is paid on time.**