

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website.

These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

## How to contact us:

**Ripon Neighbourhood Housing Office** ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

**Bilton Neighbourhood Housing Office** ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

**Kennion Road Neighbourhood Housing Office** ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

**Housing Needs Centre**, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

**Out of Hours Emergencies** ☎ 08457 089190



# HOUSING Service Standards

Service standards tell you  
what you can expect  
from the Council

[www.harrogate.gov.uk](http://www.harrogate.gov.uk)

## Rent Arrears Management

# What you should expect

*from*

# Rent Arrears Management

Harrogate Borough Council aims to ensure that all tenants pay their rent on time, avoiding additional costs for both the Council and tenants but at the whilst offering guidance and support.

## When you move into your new home

### We will:

- ▶ Give you a rent account number and Allpay payment card and tell you how much you need to pay each week.
- ▶ Advise you of the various methods to pay your rent.
- ▶ Ask you to complete a Housing Benefit form if you are eligible, giving assistance if required. If possible we will give you an indication of your entitlement to housing benefit and advice about other benefits you may be able to receive.
- ▶ Aim to visit within 20 working days of your tenancy starting to see if you have any problems, including matters affecting rent payments.

## During your tenancy

### We will:

- ▶ Issue you with a statement of your rent account four times a year and explain this to you if you would like us to.
- ▶ Notify you at least 4 weeks ahead of any rent increase in accordance with the terms of your tenancy agreement.
- ▶ Chase any outstanding debt in accordance with our policy, including making a reasonable arrangement with you to pay your arrears within agreed timescales and explaining any legal action we may take if payments are not made.

- ▶ Offer assistance through debt advice and guidance about benefits that are available, and continue to do this whenever you need our help.
- ▶ Arrange, and/or attend any meetings you wish to have with us or any support agencies including the Citizens' Advice Bureau.

## You have a responsibility to:

- ▶ Make sure you pay your rent weekly in advance.
- ▶ Contact us straight away if you have any difficulties paying so that we can advise and help you at an early stage before the arrears become very high.
- ▶ Claim any benefits to which you are entitled at the right time.
- ▶ Let us know if you are unable to keep appointments.

**If you don't pay your rent and choose not to contact your Neighbourhood Area Housing Office to make an arrangement to clear any rent arrears we may take the following action:**

- ▶ Serve you with a Notice of Seeking Possession
- ▶ Apply to the County Court to gain a Possession Order.
- ▶ Apply to the County Court to have you evicted. If you become homeless in these circumstances the Council may not have a legal responsibility to provide you with further accommodation.

