



CLYDE VALLEY
HOUSING
ASSOCIATION

Rent Arrears

Your Questions Answered



Rent Arrears

We know that people can find themselves in rent arrears (owing rent) for all kinds of reasons, and we understand that it can be difficult facing up to your problems.

But the good news is your housing officer is here to help!

If you're failing to pay your rent, for whatever reason, don't make things worse... come in and speak to us now.

What will happen if I contact you about my arrears?

You will be offered a private appointment with your local housing officer.

How can a housing officer help me?

Officers are trained to deal with your problems in a friendly and confidential way.

They can:

- agree for you to pay your rent in instalments;
- help identify benefits you may be entitled to but are not currently claiming; and
- refer you to our Welfare Benefits Advice Officer for support and help.

What will happen if I ignore my arrears?

Every year across Scotland, an increasing number of tenants are evicted for failing to pay their rent – our tenants are no different.

We will do everything in our power to help you stay in your home, but we may consider taking legal action against you if you ignore your arrears.

Apart from eviction, what other action can you take to collect my arrears?

We will make every effort to help you deal with your rent arrears. But if we cannot reach an agreement with you, or if you break an agreement to pay arrears, we may consider taking further action.

We may:

- take the rent you owe from your benefits; or
- take court action to claim part of your wages.

Why is it important that you collect rent?

A large part of your rent goes directly into repairing and maintaining your home. Another part goes towards upgrading your and other tenants' homes. By failing to pay rent, you let yourself and everyone else down.

**So if you are worried about your arrears,
please let us help you.**

But remember, do it now.



CLYDE VALLEY HOUSING ASSOCIATION

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Opening Times

Monday - Thursday 9.00 am to 5.00 pm

Friday 9.00 am to 4.30 pm

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