

What happens when you owe rent to us



What you should do,
and how we can help

What you should do when you owe us rent

This leaflet explains what happens when you owe rent, what you should do about it and how we can help you.

Your rent and service charge pays for the services we provide to residents. If you do not pay your rent it could mean we take legal action against you and you could lose your home.

What you should do

- If you have signed a tenancy agreement, you must pay your rent and service charges on time.
- If you know you will have difficulty paying your rent, you should contact us straightaway. Our rents team is based at Mile End Local Housing Centre. You can phone **020 8880 7055** to make an appointment, or call at your local housing centre.
- Your rent is your most important bill. You will not lose your home if you delay paying other debts.
- You should read all the letters we send you.



- You should check you are receiving any Housing Benefit you are entitled to. You should fill in a Housing Benefit application form and return it to your local council. You are responsible for claiming Housing Benefit.
- If you owe rent, you should pay what you owe as soon as possible.
- You should keep to any agreed repayment arrangement to pay off rent.

What we can do to help you

- We will treat you fairly and keep any information you give us confidential.
- We will contact you as soon as we can if you owe rent.
- We will give you advice on whether you can get benefits, and help you fill in claim forms.

- We will make a fair agreement with you to repay any rent you owe if you have difficulties.
- We will put you in touch with specialist advice agencies that give benefit advice and can help you manage your money.
- We will speak to you in your language and have interpreters available for interviews if you have difficulty speaking or understanding English.
- We will let you know before we take any legal action over unpaid rent.

What happens when you owe us rent?

If you do not pay what you owe, or contact your rent officer to pay the amount in instalments, we will give you a Notice of Seeking Possession (NOSP). 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 in court we can apply for a warrant. This means that you can be evicted from (forced to move out of) your home.

If you are evicted, your local council may decide you have made yourself homeless and may not give you another home until you have paid your debt.

We will contact you, even after you have been evicted, to claim the rent you still owe.

Legal action and eviction

If we have to take legal action, we will encourage you to get legal advice and go to court hearings. If you are evicted, we will let the homeless persons department know (and social services if relevant).

Other leaflets

Our leaflet **Rent** covers many issues such as ways to pay your rent, how we work out your rent and what is included in your rent. It is available at your local housing centre.

We also have our **Money Matters** leaflet, which explains how you can get specialist debt advice and tells you about other specialist support agencies.

You are responsible for paying your rent on time.



How to contact us

EastendHomes Head Office

Tayside House, 31 Pepper Street,
London E14 9RP

E-mail: enquiries@eastendhomes.net

Phone: 020 7517 4700

Fax: 020 7515 0218

Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7055

Fax: 020 8880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: islandgardens@eastendhomes.net

Phone: 020 7538 2340

Fax: 020 7537 0512

St George's Housing Centre

Shearsmith House, Hindmarsh Close, London
E1 8HP

E-mail: stgeorges@eastendhomes.net

Phone: 020 7481 4110

Fax: 020 7481 4082

Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: holland@eastendhomes.net

Phone: 020 7456 6700

Fax: 020 7456 6737

Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,
London E1W 3EL

E-mail: glamis@eastendhomes.net

Phone: 020 7791 7947

Fax: 020 7791 7983

You can send us a text message to **07961 941584**

Leaflets

We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape



To ask for a different format, please contact your local housing centre.