

## How to pay

The Financial Year will commence in April and runs until the end of March of the following year. Your Rent Card shows fortnightly charges and the amount due in advance each fortnight after deductions.

**Please ensure that rent is paid on time.**

### E-payments

You can now pay your rent by debit or credit card over the internet **www.allpayments.net** or telephone **0844 557 8321**.

### Direct Debit

Direct Debit remains the most cost effective and easiest method of payment. It is the cheapest way to process your payments and saves you having to remember how much and when to pay. If a mistake is made by the Council or your Bank or Building Society, you are guaranteed a full and immediate refund of the amount paid.

Direct Debits are taken weekly on Mondays or monthly on or after the 1st or 25th of the month.

To change your method of payment to Direct Debit contact the Finance Team, who can help you to arrange this, on **01903 737723**.

**Non payment of rent can result in serious action being taken against you, including the loss of your home.**

### Need help?

The Council can help any tenant who has problems making rent payments. If you have difficulty paying your rent in full or on time, please contact the Rent Arrears Team on **01903 737850**.

## Contact us

### Arun District Council

Rent Arrears Team	01903 737850
Benefits Claims Helpline (new claims)	01903 737699
Benefits Claims Helpline (existing claims)	01903 737753
Account Enquiries and Direct Debits	01903 737723

Website: **www.arun.gov.uk/housing**

By e-mail: [rent.arrears@arun.gov.uk](mailto:rent.arrears@arun.gov.uk)

By telephone: Monday – Thursday from 8.45am to 5.15pm and Friday from 8.45am to 4.45pm on 01903 737779

In writing: Rent Arrears Team, Arun Housing Services, Arun Civic Centre, Maltravers Road, Littlehampton, West Sussex BN17 5LF

In person: Arun Housing Services, Arun Civic Centre, Maltravers Road, Littlehampton, West Sussex BN17 5LF  
Monday from 8.45am to 5.15pm  
Tuesday – Thursday from 8.45am to 5.15pm and Friday from 8.45am to 4.45pm

or Bognor Regis Town Hall, Clarence Road, Bognor Regis  
Monday – Tuesday from 8.45am to 5.15pm  
Wednesday from 9.30am to 5.15pm  
Thursday from 8.45am to 5.15pm and Friday from 8.45am to 4.45pm

### Get Advice

CAB (Citizens Advice Bureau)	
Bognor Regis and Littlehampton	0844 477 1171
National Debtline	0808 808 4000

### Neighbourhood Housing Officers

Tenancy and neighbourhood issues	01903 737500
----------------------------------	--------------

### Right to Buy

Information on purchasing your property	01903 737724
---	--------------

This leaflet is available in large print, on request.

## Rent Arrears



## Rent Arrears

### Your rent

Your rent is due in advance, and can be paid weekly, fortnightly or monthly, as long as it is paid regularly.

You have signed a tenancy agreement which is a legal contract. If you do not pay your rent regularly and on time you will be in breach of contract.

The rent that you pay goes in part to making repairs and improvements to your property. If you pay late or miss payments, this means that we have less to spend on maintaining and improving your house. It is therefore important that you keep your rent payments up to date.

### Not paying rent?

When rent payments are overdue, the Council can serve a Notice of Seeking Possession. This is the first step in a legal procedure which could lead to you losing your home.

Every year we have to evict tenants for rent arrears. In these cases the tenants will usually not be re-housed by the Council because they are considered to be intentionally homeless - as failing to pay the arrears will have led to them losing their home.

If you have problems paying it is important to contact us, and to get advice. Do not bury your head, the problem will not go away on its own.

### It costs more if you get into arrears

If you get into arrears you will have to pay your rent plus the arrears, meaning more money to find every week.

If the Council has to take you to court, there will be court costs which the Court may order you to pay.

If you claim Housing Benefit and you do not tell them straight away of a change in your circumstances, you will have to re-pay any benefit overpayment too.

### We can help

It is our aim for you to remain as a tenant of Arun District Council. We are here to help, and if you get into difficulty we can work with you to make an arrangement to pay off the arrears which is affordable for you. Where possible we want to avoid taking debt recovery action because this is costly for you and for the Council.

### Your rent account

We will automatically send a statement every quarter (four times a year).

If you would like a statement of your rent account you can phone the Rent Arrears Team (see overleaf) or register online at **[www.arun.gov.uk/housing](http://www.arun.gov.uk/housing)**

### What we do

If you are a new tenant we will send you a rent card and information on how to pay within two weeks of your tenancy starting.

We will notify you of changes in your rent every year in time for the new rent year starting in April.

We will send you a new rent card every March with details of how to pay.

### If you get into arrears we will...

Send a letter automatically if your account is more than £10.00 in arrears.

Offer to help you make an arrangement to pay, and help you to make a simple weekly budget.

Ask you to come in for an interview, or visit you at home if this would help.

Serve you with Notice of Seeking Possession if you ignore our letters or do not stick to an agreement.

Take you to court if needed, and ask the court to evict you if necessary.

### What to do now if you are in arrears

- If you can, make a one-off payment to clear your arrears in full.
- If you can't pay, contact the Rent Arrears Team as soon as your account goes into arrears to discuss an agreement to pay the arrears off before they become unmanageable.
- Make your payments regularly, find a day that suits you and keep to it.
- If you miss a payment, lose your job, or have money problems contact the Rent Arrears Team straight away.
- Get advice about help with paying your rent or help with money problems or budgeting from the CAB.
- Contact Housing Benefit and discuss making a claim or checking your claim.