



Queens
Cross
Housing
Association

Rent Arrears

Frequently asked
questions



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0141 945 3003

Rent Arrears

We know that people can find themselves in rent arrears (owing rent) for all kinds of reasons.

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 and speak to us now.

What will happen if I contact you about my arrears?

You will be offered a private appointment with your Housing Officer. If you are unable to come into the office we can offer a home visit or speak to you by phone, whichever is most convenient. If necessary, housing staff can visit you in the evening, for example, if you are at work all day.

How can a housing officer help me?

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

They can:

- Agree for you to pay your rent arrears 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.

Free Benefits Advice

Sometimes tenants fall into arrears because they are not receiving all the benefits they are due. We can help. Our Welfare Rights Officers can give advice on housing benefit and other welfare benefits and can assist you at tribunals and appeals. This service is free, completely confidential and available at your home if you wish.

Free Money & Debt Advice

We also offer a free Money & Debt Advice Service where you can speak to our experts in complete confidence and they will work with you to try and resolve any financial problems you may be experiencing.

You can also seek benefit and money services from the Citizens' Advice Bureau or other voluntary advice agencies in the area. We are happy to work with these groups to resolve any problems you may have.

What will happen if I ignore my arrears?

We will do everything in our power to help you stay in your home but we may consider taking legal action against any tenant who continues to ignore their arrears.

In some cases this can lead to eviction, where a court decides that eviction action is appropriate.

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.

For example, we may:

- Apply for the rent you owe to be collected from your benefit.
- Apply to the court to claim part of your wages.

Why is it important that we 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.

If you are worried about your rent arrears, please remember we are here to help you.

CONTACT US NOW
DETAILS OVERLEAF



Please call the relevant number for your area if you wish to book a Welfare Rights or Money & Debt Advice appointment.

Main Office:

45 Firhill Road Glasgow, G20 7BE. Telephone: 0141 945 3003

The Courtyard Housing Office:

2 Westercommon Drive Glasgow, G22 5PG. Telephone: 0141 336 3444

Both offices are open Monday to Friday, from 9:00am to 5:00pm (except public holidays)

Dundasvale Housing Office:

1/1, 6 Dundasvale Court, Glasgow, G4 ODG. Telephone: 0141 589 7333

This office is open Monday, Tuesday, Thursday morning and Wednesday & Friday afternoon.

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