

Current and Former Tenant Rent Arrears Policy

Child-Friendly Version



When you rent a home from us, you need to pay your rent on time. When you don't pay your rent, it's called rent arrears. We want to help people pay their rent on time. If you are having trouble paying, you can get advice and support.

When someone moves into a new Council home, Housing Officers will explain how much rent needs to be paid and how to pay it. They will also talk about help that's available, like benefits or support with money.



If you start to fall behind with rent, We will try to speak to you quickly. We can offer help and advice to stop the debt from getting bigger. If you can't pay everything at once, You can agree to pay a little bit at a time. This is called a repayment plan. We will check often that the plan is working and that payments are being made.



We might go to Court if we've tried everything, but you still don't pay or talk to us about your money problem. This could mean asking the Court to get the money back or, in serious cases, asking for the home to be returned to us. We will always try to help you first and explain what might happen if you don't pay your rent.



If you move out and still owe us rent, we will try to contact you to ask for the money. You can pay it all at once or in smaller amounts. If you don't pay, it might affect your chances of getting another Council home in the future.



Clackmannanshire
Council

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann