

Legal action to take back your home

Soha is in the business of providing homes, not taking them away. However, where you have not made or kept to a reasonable agreement to clear your arrears, we may start legal action to recover the debt and take back the property. In most cases we are able to come to an agreement before the debt reaches the level where we feel that we must take legal action, but some cases do, regrettably, result in a court hearing and eviction.

So, remember ...

If you're worried about paying your rent, please contact us immediately by phone on 01235 515900, in writing or in person. We will do our best to advise and support you.

However, we will not allow you to miss payments that are legally due. We will seek a formal repayment agreement with you. If a formal repayment agreement is made and kept, further legal action can be avoided.

If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.

Polish Problemy ze spłatą czynszu

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Problemas em pagar a sua renda

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali আপনার ভাড়া দেওয়ার ক্ষেত্রে সমস্যা

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 繳租問題

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Probleme me pagesën e qirasë

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Problémy pri platení nájmu

Ak požadujete túto informáciu v inom jazyku, vytlačenu s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN

Tel: 01235 515900

Fax: 01235 515970

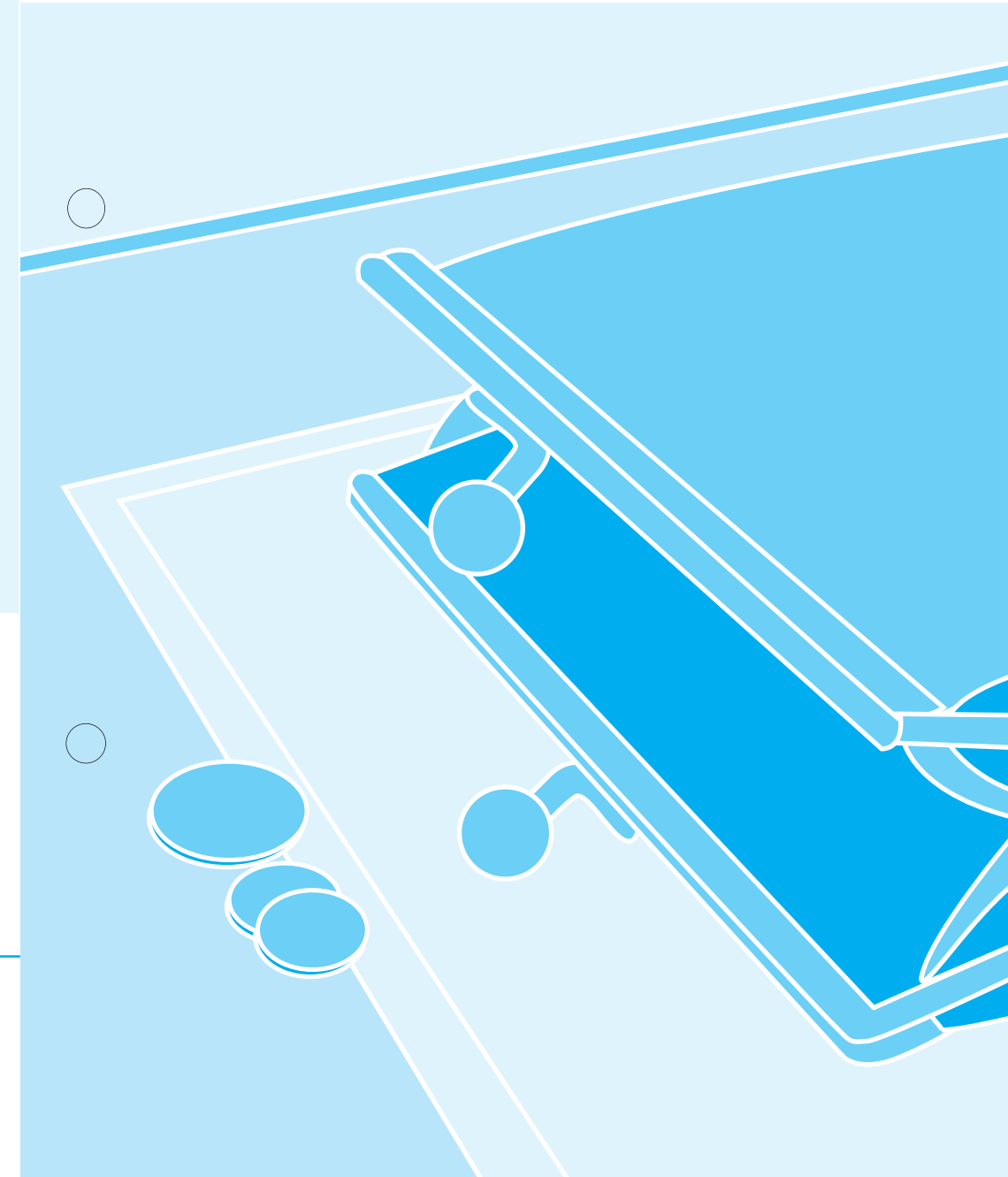
Email: housing@soha.co.uk

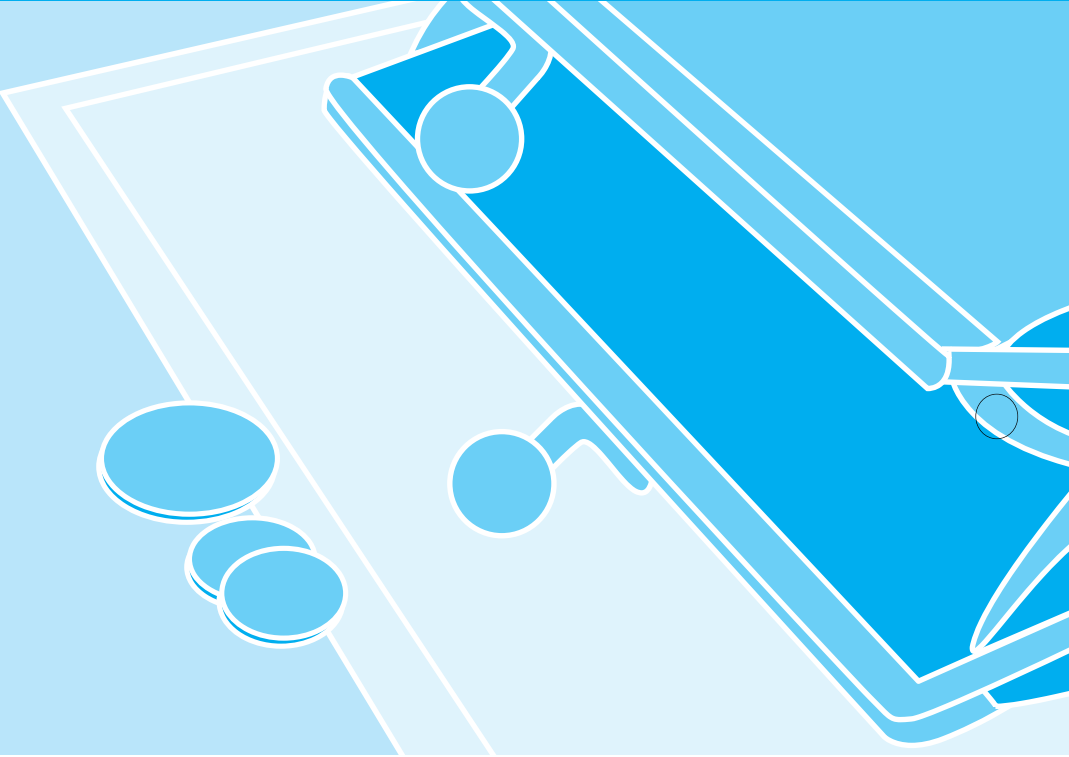
Website: www.soha.co.uk



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Problems paying your rent





Part of your tenancy agreement is to pay your rent on time and we provide a range of ways for you to do this. We have a separate leaflet called 'Your rent' which gives more information. We do understand that, occasionally, you may have difficulties meeting payments. We aim to provide a firm but fair approach to tenants in arrears. We will offer advice and assistance to tenants who cannot pay their rent and take firm action against those who will not pay their rent.

If you are having difficulties paying your rent, or if your circumstances are changing, please contact us immediately. You may also find it helpful to contact your local advice centre (such as the Citizens' Advice Bureau) as soon as possible.

We have agreed the following standards with tenants

We will:

- 1 Provide you with a regular rent statement (currently 4 times a year) giving clear details of the rent and other charges you have paid, any outstanding balance and any adjustments to your account, including payments of Housing Benefit
- 2 Support you through advice on Housing Benefits and contacts for other support
- 3 Arrange an appointment for you with a debt advice agency, if this is helpful
- 4 Contact you promptly if you do not pay your rent on time and offer a home visit, if this is useful
- 5 Offer to refer you to a specialised support provider if you require more assistance with managing your tenancy
- 6 Make sure all agreements to repay your arrears are reasonable and flexible
- 7 Thank you for paying your rent on time by entering you automatically into regular Soha Rewards prize draws

First steps

If you are having difficulties paying your rent, it is really important to contact us as soon as possible. We may be able to help you with advice about benefits you're entitled to (e.g. Housing Benefit) and how you can claim them.

We work with Citizens' Advice Bureaux and can make an appointment with your local office. They will help you check if you are entitled to any benefits and also have support for people who have multiple debts, not just rent arrears.

We can also work with you to put together a reasonable repayment plan.

Making a debt repayment agreement

Our Customer Service Advisors will be able to discuss your rent account with you and explain what payments would be acceptable to clear your debt.

For any agreement we will need to know:

- how much you can afford under the new agreement
- when you can start paying and how often
- how these payments will be made