

For further help or advice please contact your housing officer

**Exeter Office**

The Mount, Paris Street,  
Exeter EX1 2JZ  
Tel: 01392 252566

**Devon North Office**

9 Taw Vale,  
Barnstaple EX32 8NJ  
Tel: 01271 340310

**Plymouth Office**

Whitefield House,  
Greenbank Road,  
Plymouth PL4 8NH  
Tel: 01752 229395

**Cornwall East Office**

5 Heathlands Business Park,  
Heathlands Road,  
Liskeard PL14 4DH  
Tel: 01579 340404

**Cornwall West Office**

Kenwyn Street,  
Truro TR1 3BA  
Tel: 01872 267300  
(Leasehold Management  
Tel: 01872 260621)

**Sheltered Housing**

5 Heathlands Business Park,  
Heathlands Road,  
Liskeard PL14 4DH  
Tel: 01579 347785

**Shared Ownership**

Whitefield House,  
Greenbank Road,  
Plymouth PL4 8NH  
Tel: 01752 229395

**Supported Ownership**

Whitefield House,  
Greenbank Road,  
Plymouth PL4 8NH  
Tel: 01752 229395

[www.dcha.co.uk](http://www.dcha.co.uk)

# Rent arrears policy

## a guide for residents

## What do I do if I can't pay my rent?

- 🕒 contact your housing officer immediately, we'll do all we can to help you.
- 🕒 if you think you may be entitled to housing benefit, complete an application form. Make sure you provide all the information needed to assess your claim. If not your claim will be delayed or not paid.
- 🕒 keep your housing officer up to date with information about your housing benefit claim.
- 🕒 make an agreement with your housing officer to pay off any arrears at a rate you can afford.
- 🕒 ask someone like the Citizen's Advice Bureau to help you.
- 🕒 **don't just ignore the problem, it won't go away.**

Devon and Cornwall Housing has a set of rules covering the collection of rent and any other money owed to us.

If you do not pay your rent on time (usually every Monday), you will be in arrears and we will take action to collect the money you owe.

The first thing that will happen is that you will receive a letter and then a visit from your housing officer. You will be given the opportunity of catching up with any missed payments at a rate that you can afford.

If you do not pay as agreed and the arrears are not cleared, the next step is a Notice Seeking Possession. This is usually when you owe four weeks rent.

If you still do not pay, we will take you to court. The court will order you to pay back the rent you owe, plus court costs, at so much a week.

You may be asked to leave your home if you do not pay. If you move out while you owe us money, you will still have to pay it back.

At each stage you will be given the chance to pay the money you owe. If you co-operate with us, we will help you as much as possible to sort the problem out and stay in your home.