



Former Tenant Arrears

Your Questions answered...



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

Former Tenant Arrears are accounts where the full rent was not paid while the person was the tenant or when they left the tenancy.



How can I make sure that I have no arrears when I end my tenancy?

Once you have ended your tenancy, you will receive a letter telling you about any money you may owe us.

The Housing Officer will also visit you to carry out a property inspection when we receive your notice ending the tenancy. If you have arrears at this time, you can arrange to pay by instalments or to clear the account completely. This will be on top of your ongoing rent, which will continue to be charged until the date your tenancy ends.

You can also check your rent account when you hand in your keys by asking for a final rent balance. If you are still in arrears at this point, you should arrange to clear the debt.

How can I have arrears when I have moved out of my tenancy?

If you fail to give us the four weeks' notice we need or you abandon your property, we will charge you rent for the full four-week notice period.

If you do not hand in your keys by the given date or time, you may have to pay extra rent. It is very important that you check when and where to return your keys to avoid this.

If you have claimed Housing Benefit for your previous tenancy, you must discuss your claim with the Benefits Service before you end your tenancy.

How can I repay my former tenant arrears?

You can pay former tenant arrears or any other council-related debts at any of the area offices – by cash, post office, paypoint facility, cheque, postal order or credit or debit card, by phoning your area office with your credit-or debit-card details, or by setting up a standing order.

What action can you take to recover former tenant arrears?

If you leave your tenancy with former tenant arrears and do not give us your new address, we will use a tracing agency to trace you.

If you ignore your arrears and fail to respond to our arrears reminder letters, we may also take legal action against you to recover the debt, which will lead to extra legal costs.

We will mention any former tenant arrears in any reference we provide about your tenancy, and it could have a negative effect on your credit rating.



Do not ignore any letters we send you.

Can I apply for another council tenancy if I have former tenant arrears?

Any debts you have after ending a tenancy could prevent you being offered a property by North Ayrshire Council in the future, unless you agree, and keep to, an arrangement to repay the debt.

What happens if the tenant of the property has died?

If the tenant has died, our policy is to continue to charge full rent on the property until the keys are returned to the office. If any rent still needs to be paid when the keys are handed in, we will discuss, with the family, claiming back through the tenant's estate. Please note if the tenant received Housing Benefit, this would stop on the date they died.

What happens if my former tenant account is in credit?

If you have given us a new address, we will refund the money.

If the tenant has died, we will refund the money to their representative.

Points to remember

It is essential that you pay any former tenant arrears as soon as possible. If you are experiencing any difficulties, you can get advice and help by:

- Contacting your local housing office;
- Contacting our former tenant arrears officer on 01294 485615; or
- Using the 'contact us' service on our website.

There are plenty of places you can go for independent advice about debt problems (see the useful contact numbers). We can also put you in touch with a debt advisor.

Do not ignore any letters we send you.

Make sure you sort out any Housing Benefit claim for your previous tenancy.

If we need to take court action, we will charge you the cost of this. It is always best that you avoid this action.



Remember: We are here to help. Come in and speak to us now.

Useful contact numbers

Area housing offices

Beith and Dalry Housing Office

01294 835355 / dalryhousing@north-ayrshire.gov.uk

Irvine Housing Office

01294 310151 / irvinehousing@north-ayrshire.gov.uk

Kilbirnie Housing Office

01505 685177 / kilbirniehousing@north-ayrshire.gov.uk

Kilwinning Housing Office

01294 552261 / kilwinninghousing@north-ayrshire.gov.uk

Largs Housing Office

01475 687590 / largshousing@north-ayrshire.gov.uk

Three Towns Housing Office

01294 310005 / threetownshousing@north-ayrshire.gov.uk



Social Services Offices

Irvine Area

01294 324800

Three Towns Area

01294 605261

Garnock Valley Area

01294 684551

Welfare Rights Unit

01294 317786

Community Housing Advocacy Project

01294 475636

National Debt Line

0808 808 4000

Citizens Advice Bureau

01294 278051

Housing Benefit Office

01294 310000

Job Centre Plus

0800 0556688

Contact North Ayrshire Council on
01294 310000

www.north-ayrshire.gov.uk

"North Ayrshire Council is committed to promoting a safe and secure environment so that its residents are able to live peacefully in their own communities."



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یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

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Faodar am fiosrachadh seo fhaighinn ann an cruth air leth mar braille, agus litrich nas motha. Faodar cuideachd fhaighinn ann an cànanain eile, ma tha iarrtas ann.