

RENT ARREARS PROCESS

If you fall into rent arrears, you must contact your Housing Officer. They can agree an affordable repayment arrangement, can provide benefit or income maximisation advice or refer you to money advice services or a Housing Support service.

Your Rent Account is in Arrears

You have not contacted your Housing Officer to discuss payment.

Arrears Stage 1

Your Housing Officer will contact you and ask you to pay.

Arrears Stage 2

If the arrears remain, your Housing Officer will contact you again to seek a repayment arrangement. You will be made aware of the pre-action court requirements.



Arrears Stage 3

If an arrangement has not been agreed or has been broken your
Housing Officer will contact you to request payment before proceeding to Recovery
Stage.

Section 11

We send a Section 11
notice to The Highland
Council Housing
Options and Children &
Families departments to
notify them of a
potential homeless
situation.

Notice Of Proceedings

If no payment has been made, or an arrangement is broken we serve a Notice of Proceedings for Recovery of Possession.



Recovery Stage 1

Interview with Housing
Officer and Housing
Services Co-ordinator to
discuss arrears.

Recovery Stage 2

If arrangement is not obtained or broken, interview with Housing Services Co-ordinator and Chief Executive.

Recovery Stage 3

Authority sought from the Board of Management for eviction and we then ask the court to evict you from your home.