



Struggling to pay your rent?

If you are struggling to pay your rent, or the amount that has been agreed by you and us, we need to work with you to find a solution.

If payments are not made to your rent account, we will firstly attempt to contact you by phone and if we are unable to reach you, we will leave you a voicemail. We will also try to contact you by text and email. It is important that you make contact with us as soon as possible, and if we don't hear from you, we will continue to try to contact you each week.

We need to speak to you so that we can discuss your circumstances and any difficulties that you are facing. It is important that we know why you are not able to pay your rent as we may have support available for you. We have a Tenancy Sustainment Service (TSS) who can help with benefits and income, and our Hillcrest Energy Advice Team (HEAT) may be able to provide you with help for your energy bills.

If you don't make any contact with us, and you do not make any payments to cover your rent charge, we may need to enrol your case in court. We will ask a solicitor to do this for us and your case will then be heard by a Sheriff in court. If your case is enrolled in court, your tenancy could be at risk because paying your rent is an important part of your tenancy agreement with us. You would also have to pay legal costs which could be between £300 - £400.

We want to help you to keep your tenancy. This is why it is so important for you to speak to us if you are struggling to pay your rent or your arrears. Our staff are here to help you and the first step is to talk to them. They will not judge you and they will work hard to offer you the best help, advice and guidance for your circumstances.

Please remember that you are not alone, many other tenants struggle to pay their rent due to a variety of different reasons. The most important thing you can do is to make contact with our team - we want to help. You can get through this, you just need to take the first step.

Get in touch with us:



0300 123 2640



Customerservice@hillcrest.org.uk



hillcrest.org.uk



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