

Rent Arrears

A Guide for
Spire Homes Tenants



Staff at Spire Homes are keen to help you avoid getting into rent arrears.

You are responsible for making sure your rent is paid, whether you pay it yourself or through Housing Benefit.

Paying your rent should take priority over other debts, because you could lose your home if you do not pay your rent.

Paying rent is not a matter of choice.

What should I do if I am struggling to pay my rent?

If you have any problems in paying your rent, contact us immediately.

Our Income Recovery Team will try to make an agreement with you to bring your rent up to date.

You could also contact the Housing Benefit Department of your local council for advice on Housing Benefit.

Your local Citizens Advice Bureau or the Community Law Service can give you independent advice on benefits or debt problems.

What action will Spire Homes take if I am in arrears?

Ultimately, if you do not pay your rent you could lose your home. However, there are a number of steps that Spire Homes have to take before an eviction can take place.

If your account starts to fall into arrears, we will send you reminder letters. If you do not respond to these, Spire Homes will serve a Notice of Seeking Possession (NOSP)

If the arrears increase or you fail to maintain any agreement reached with Spire Homes, court action will be taken and this could result in your eviction.

Where else can I get help?

There are lots of specialist local and national organisations where you can get help and advice, some of which are listed below:

Community Law Service: 3-7 Hazelwood Road, Northampton, NN1 1LG

National Debt Line: 0800 8084000 www.nationaldebtline.co.uk

Nene Valley Citizens Advice Bureau: 0844 8552122
www.nenevalleycab.org.uk

East Northamptonshire Council Housing Benefit Team:
01832 742000

Wellingborough Council Housing Benefit Team: 01933 229543

Rutland County Council Housing Benefit Team: 01572 722577

Corby Borough Council Housing Benefit Team: 01536 464000



STEP 1

Get advice immediately.

STEP 2

Do not ignore any letters sent to you.

STEP 3

Make immediate payments towards the arrears and always keep your receipts.

STEP 4

Sort out your benefit claim and always get a receipt.

STEP 5

Always attend court and try to get representation.

STEP 6

Keep to the terms of any Court Orders made.

STEP 7

Maintain contact with Spire Homes.

STEP 8

Seek advice on other debts.

**You can contact the Income Recovery Team by phone
Monday to Friday, 9am – 5pm**

Julie Ingram covers Rushden, Higham Ferrers,
Irthlingborough and Finedon.

01933 415370

Clare Brooker covers everywhere except Rushden,
Higham Ferrers, Irthlingborough and Finedon in the
East Northamptonshire area.

01933 415354

Pat Groom covers Rutland

01572 725667

Income Recovery Team
Spire Homes (LG) Ltd
1 Crown Court
Crown Way
Rushden
Northamptonshire
NN10 6BS

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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Rushden Office

1 Crown Court
Crown Way
Rushden
Northamptonshire
NN10 6BS

t: 0845 603 5399

text: 447797 800062

Rutland Office

Pinewood
1 Cold Overton Road
Oakham
Rutland
LE15 6NT

t: 01572 755465

text: 447797 800062

email: spirehomes@longhurst-group.org.uk

www.spirehomes.org.uk



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