

When you leave your home, your rent and any other accounts must be clear. We will not ignore debts just because you have moved out.

This factsheet tells you how we deal with rent or other charges owed at the end of a tenancy.

If you are leaving your council home, we expect you to clear your rent account and any other charges in full before you move out.

Contact us for your account balance.

Gone doesn't mean forgotten

If you leave with a debt on your rent account or owe court costs or rechargeable repairs, we will contact you at your new address.

We will tell you what you owe and expect you to either pay it in full or make an arrangement to repay it in regular instalments.

There are several different ways you can pay. You can:

- use your Allpay card to pay one of 72 Paypoint outlets
- call our 24-hour automated phone line 01904 551557
- pay online at: www.york.gov.uk/PayOnline
- call Customer Services to pay free of charge by debit card, or pay by credit card

- set up a direct debit or standing order for regular repayments – call us on 01904 551550 and ask to speak to a Housing Rent Account Monitor
- contact our Rent Recovery Administrator to discuss instalment payments on 01904 551550

We will take action if you don't clear your debts

If you don't pay what you owe in full or keep to the agreed repayment schedule, we will take action which may include:

- using a Tracing Agent to find you if we don't have a forwarding address
- referring your details to a Debt Collection Agency
- applying to court for a Money Judgment
- applying to court for an Attachment of Earnings, if you work
- taking out a Charging Order on your new home, if you own it

Don't let arrears cause you future problems

- **You won't be eligible for another council home.** The North Yorkshire HomeChoice scheme does not allow people to bid for or be offered a council property if they still owe rent at a previous address. Before anyone can bid for or be considered for an offer, they must have made regular repayments for at least 13 weeks.
- **You will have to pay over £300 in court costs if we take legal action** against you to recover the debt.
- **Getting credit or credit cards will be a problem** as your credit rating is affected by any legal action or money judgment against you.
- **Any reference we provide to a new landlord** will say you left owing rent which will make them unlikely to accept you as a tenant.

If you think the balance should have been paid by Housing Benefit, please contact them directly to resolve the matter.

- Contact our Benefits Team on 01904 551556 or email benefits@york.gov.uk

Rent that's owed is always your responsibility to resolve or pay.

If you have any queries about debts we say you owe, whether rent arrears or court costs, please contact us on 01904 551550.

Telephone: 01904 551550
Website: www.york.gov.uk/Housing
Address: Housing Services
West Offices
Station Rise
York YO1 6GA

This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.
Polish

Bu bilgi kendi dilinizde almanız mümkündür.
Turkish

此信息可以在您自己的语言。
Chinese (Simplified)

此資訊可以提供您自己的語言。
Chinese (Traditional)

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