



## YOUR RENT ACCOUNT

# Going to court

This leaflet gives you information about your court case



If you would like this information in any of the following formats or a different language please contact us.

**T. 01452 529 255**

- Large print
- In Braille
- On tape
- Face to face

**Bengali**

আপনি কি অন্য কোন ভাষায় কিছু অনুবাদ চান? যদি তাই হয়, দয়া করে সহায়তার জন্য 01452 529255 এ নাথারে ফোন করুন এবং একজন কষ্টমার সার্ভিস এডভাইজারের সাথে কথা বলুন।

**Cantonese**

您是否需要將一些資料翻譯成另一種文字？如果您有此需要，請致電 01452 529255 尋求幫助並與一位「客戶服務建議員」聯絡。

**Czech**

**Potřebujete něco přeložit do jiné řeči? V případě, že ano, zavolejte na číslo 01452 529255 a požádejte poradce z oddělení služeb zákazníkům [Customer Services] o pomoc.**

**French**

Avez-vous besoin de faire traduire quelque chose dans une autre langue? Dans ce cas, veuillez téléphoner au 01452 529255 pour assistance et parler à un conseiller du service clientèle.

**Gujarati**

શું તમને કોઈ બાષાનું બાષાંતર જુદી બાષામાં કરાવેલું જોઈએ છે? જો હા, તો કૃપા કરીને મદદ માટે 01452 529255 પર ફોન કરો અને કસ્ટમર સર્વિસીસ એડવાઈઝર સાથે વાત કરો.

**Mandarin**

您是否需要將一些資料翻譯成另一種文字？如果您有此需要，請致電 01452 529255 尋求幫助並與一位“客戶服務建議員”联系。

**Polish**

Potrzebujesz tłumaczenia? Jeśli tak, zadzwoń pod numer 01452 529255 i porozmawiaj z doradcą ds. obsługi klienta

**Portuguese**

Necessita de alguma informação traduzida para um idioma diferente? Se necessitar, ligue 01452 529255 para pedir ajuda e falar com um Consultor do Serviço ao Cliente.

**Spanish**

Necesita alguien que le haga traducciones a otros idiomas? Si es así, por favor llame al 01452 529255 y pida hablar al servicio de atención al cliente.

**Urdu**

اگر آپ کو کسی چیز کا ترجمہ کسی اور زبان میں درکار ہو تو براہ کرم 01452 529255 پر فون کر کے تعاون حاصل کریں اور کسی کسٹمر سروسز ایڈوائزر سے بات کریں۔



You have missed rent payments and so we have referred your case to your local county court.

### What this means

Your case will be heard before a judge who will make a decision whether to evict you (called a possession order) or make you pay your weekly rent plus an amount towards your arrears (called a postponed possession order).

### The court procedure

The court will send you a letter (called a summons) telling you the date and time of your hearing.

They will also send you a form (called the defence form) that you can fill in. You can give details of the money you have coming in and going out. You can also make an offer of how much you are able to pay each week. This must be your weekly rent plus an amount towards your arrears.

If you send this form to the court, it will be included in your hearing. The court will also send us a copy. If we agree to the amount you are offering, this will be the amount shown in your court order.

### Going to court

You can go to the court and hear what the judge has to say. Remember it is a formal hearing and you will be able to speak only when the judge asks you to. If you do not go, returning the defence form before your hearing will make sure that the judge receives your offer of payment.

### After the court hearing

#### If the court decides to evict you

If the court decides to evict you (called a possession order), they will tell you the date when you need to leave your property.

If you have not left by that date, we will apply for a warrant to enter your property. We will set a date for this warrant and we will come to your property with a bailiff to evict you and change the locks on your property.

You will need to visit the Homeless Section of your local authority for advice and help.

We will also charge you the costs of the court hearing and any solicitor's costs.

#### If the court grants a postponed possession order

If the court grants a postponed possession order, it will show how much you have to pay and how often you have to pay it. You will be able to stay in your home as long as you make every payment.

We will also charge you the costs of the court hearing and any solicitor's costs.

#### Keeping to your court order

You must keep to the conditions of your court order. We will check your rent account every week and you must make every payment.

This means that at Christmas, school holidays or if you are ill, you still make your payments. If you want to change when you pay, you must get our permission first. If you simply stop paying without letting us know, we will apply to evict you.

If you miss just one payment we will re-apply to the court to set a date for the postponed order, and then automatically apply for your eviction.

### Eviction

Before the eviction you can ask the court to consider suspending the eviction, and a court hearing will be heard before the eviction takes place. However if the judge refuses to do so, then the eviction will proceed.

You should seek legal advice from a solicitor or Citizens Advice Bureau about how to do this.

### Court costs

Please contact your Housing Officer before your court hearing date.

We will charge you the costs of applying to court and any of our solicitor's costs. We will set up a separate account and you will need to make an arrangement with your Housing Officer to pay this off.

### Further advice

You can get free advice about benefits from our Financial Inclusion Officer or independent advice from your local Citizens Advice Bureau.

### We can provide help with:

- filling in benefit forms;
- assessing entitlement to benefit; and
- appealing on decisions made about your benefit (if you do not agree with the amount you have been awarded).

If you want to speak to our Financial Inclusion Officer, please contact us on **01452 529 255**. Alternatively log onto **[www.glosha.co.uk](http://www.glosha.co.uk)**

If you want to find your nearest Citizens Advice Bureau, contact your Housing Officer on **01452 529 255** or, log onto **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

### Further help we can give you

Don't forget we offer a number of ways you can pay your rent.

We can also offer you appointments at lunchtime or in the evening.

We can also offer you confidential and free advice.

Please contact your Housing Officer on **01452 529 255** for details of any of the above.

### Remember if you do not pay your rent:

- You will not be eligible for a transfer
- You will not be able to have a mutual exchange
- You will get a poor reference from us if you are moving to another landlord or buying a property
- You may have an attachment of earnings order made taking your arrears direct from your wages; and
- You may lose your home.

### Equality and Diversity

GHA is committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business.

GHA will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



**Gloucestershire**  
Housing Association

*Leaflet updated 1.2.8*

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sustaining  
enhancing*