



**Gloucestershire**  
Housing Association

## **YOUR RENT ACCOUNT**

# **Notice of seeking possession**

This leaflet gives you information about the legal notice you have received



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

  
**APPROVED**  
**BY GHA RESIDENTS**

**Bengali**

এ লিফলেটে আপনি যে আইনী নোটিশ পেয়েছেন সে ব্যাপারে তথ্য দেয়া হয়েছে। আপনি এটা বাংলা ভাষায় চাইলে দয়া করে 01452 529255 এ নাম্বারে টেলিফোন করুন।

**Cantonese**

這份傳單說明與你收到法律通知書有關的訊息。如果你需要另一種語文的翻譯，請致電 01452 529255 索取。

**Czech**

V tomto letáku najdete informace o právním oznámení, které jste obdrželi. Pokud si ho přejete v jiném jazyce, zatelefonujte prosím na číslo 01452 529255.

**French**

Ce feuillet vous fournit des informations sur la notification légale que vous venez de recevoir. Si vous en avez besoin dans une langue différente prière de téléphoner au 01452 529255.

**Gujarati**

આ પત્રિકા તમને મળેલી કાનૂની સૂચના (લીગલ નોટિસ) વિશે તમને માહિતી આપે છે. જો તમને તે બીજા કોઈ ભાષામાં જોઈતી હોય તો કૃપા કરીને 01452 529255 પર ફોન કરો.

**Mandarin**

这份传单说明与你收到法律通知书有关的信息。如果你需要另一种语文的翻译，请致电 01452 529255 索取。

**Polish**

Ta broszura dostarcza ci informacji o zawiadomieniu prawnym, które otrzymałeś. Jeśli wymagasz by ta broszura została przetłumaczona na inny język zadzwoń proszę pod numer telefonu 01452 529255

**Portuguese**

Este folheto dá-lhe a informação sobre a advertência jurídica que você acaba de receber. Se você o exige numa outra língua por favor ligar 01452 529255.

**Spanish**

Este prospecto le de información sobre el aviso legal que Ud. acaba de recibir. Si Ud. lo requiere en otra lengua sírvase llamar por teléfono a 01452 529255.

**Urdu**

اس لیف لیٹ سے آپ کو اس قانونی نوٹس کے متعلق معلومات حاصل ہوتی ہیں جو آپ کو موصول ہوا ہے۔ اگر آپ کو یہ لیف لیٹ کسی اور زبان میں درکار ہو تو براہ کرم 01452 529255 پر فون کریں۔

**Vietnamese**

Tập tài liệu này cho những tin tức về giấy thông báo pháp luật mà quý vị đã nhận được. Nếu cần bản dịch bằng ngôn ngữ khác, hãy gọi điện thoại số 01452 529255.

Under the terms of your tenancy you are responsible for paying your rent weekly and in advance.

You have not made rent payments due under your tenancy agreement and so we are serving you with a legal notice so that we can get back the money that you owe us.

**What this means**

This is a legal notice giving you 14 days to pay the money you owe.

If you do not contact us and start making payments to clear your rent arrears, we will refer your case to your local county court and begin proceedings to gain possession of your home.

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

We will also charge you court costs.

**What happens if I have a problem paying my rent?**

If you have a problem paying your rent – don't bury your head in the sand and don't panic!!!

Please contact your Housing Officer straight away on **01452 529 255**.

We will make every effort to assist you to make sure that you are able to pay your rent and clear any rent arrears that may have built up.

### Our Service Standards

We will:

1. Provide access to free, confidential debt counselling and assistance with the Citizens' Advice Bureau within 15 working days of your request
2. Provide free, confidential welfare rights advice within 10 working days of your request
3. Send you a rent statement every three months
4. Send you a rent statement on request within one working day
5. Agree realistic payment plans, based upon full disclosure of your circumstances, if you are unable to clear your rent arrears in full
6. Use eviction as a last resort.

### In addition to this we can help you by

1. Taking prompt action to notify you of your arrears and seek to make personal contact wherever possible at an early stage of the debt arising
2. Offering free confidential advice at our offices, surgeries, a home visit or a meeting at a venue local to you, over the phone, or by email
3. Offering lunchtime appointments or evening appointments with your Housing Officer between 5pm and 7pm
4. Providing help with completing any benefit forms or dealing with any benefits queries
5. Providing a free benefits check to see if you can claim any more assistance
6. Providing a number of convenient ways of paying your rent.

### Free independent advice about benefits

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

We can provide help with:

- filling in benefit forms;
- assessing entitlement to benefit; and
- appealing 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 her on **01452 541 825**. 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)**

### National Debt Line

Free confidential advice about debt can also be obtained from the National Debt Line on **0808 808 4000** or **[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)**

### 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 on to another landlord or buying a property, we are duty-bound to give a reference detailing your rent payment history
- You may be subject to an attachment of earnings order deducting your arrears from your wages
- You may lose your home.

### Equality and Diversity

We are committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business. We 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 1.1.9*

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**GHA:** *providing  
sustaining  
enhancing*