

If the arrears on the rent account amount to 2 weeks rent outstanding and the rent account is over £20.00 in arrears.

First Reminder

2 weeks later

Second Reminder

If no response has been received to the reminders and the Rent Account has serious rent arrears of 8 weeks or over and no Housing Benefit/Universal Credit / Discretionary Housing Payment issues, an appropriate notice will be issued. - RHW23 – Notice of Possession Claim – This will be delivered by hand (TSFT) & or postal recorded delivery.

If after 28 days an agreement has not been reached and there are no outstanding Housing Benefit/Universal Credit/Discretionary Housing Payment issues, a further letter would be issued advising that it is the Councils intention to make an application to the County Court for hearing date and to contact Revenue Services to discuss their options

County Court Action

Adjourn Generally	Postponed Possession	Suspended Possession	Possession Forthwith, 7 days , 14 days, 21 days or 28 days
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Failure to pay the Court Order
Apply for possession

Failure to pay the Court Order

Apply for Eviction Warrant

Hearing called & warrant suspended

Eviction Carried out

Before any recovery action is taken the team will check if any issues regarding Housing Benefit/Universal Credit / Discretionary housing payment are outstanding.

All letters issued after a notice has been issued will include signposting of internal and external bodies who may be able to assist them with any housing or financial issues.

During telephone calls, staff will where the customer is suffering financial hardship signpost them to the appropriate agencies.