

We can help to keep the roof over your head

We will do everything possible to help if you are struggling to pay your rent.

Our Tenancy Sustainment Officer may be able to assist or sign post you to the relevant agency.

Please contact the Tenancy Sustainment Officer on 01382 513838.

Ways to pay

There are various ways to pay your rent with Abertay Housing Association:

- **Direct Debit**
- **Post Office/Pay Points**
Using your AllPay Card.
- **By telephone**
You can call our Customer Service Team at 01382 903545 within office hours.
- **Internet payments**
Visit our web site www.abertayha.co.uk
- **In person**
Visit our office within opening times.
- **Allpay App**
Visit our website www.abertayha.co.uk for details on how to download
- **My Home (Tenant Portal)**
Visit our website www.abertayha.co.uk for details on how to register

Contact us:

Abertay Housing Association

147 Fintry Drive
Dundee
DD4 9HE

Customer service team:

01382 903545
Email: queries@abertayha.co.uk

Income Team:

Alison 01382 513809
Cat 01382 513807
Natalie 01382 513818

Tenancy Sustainment Officer:

Linzi 01382 513838

Office Opening Hours:

	Phones	Office
Monday	8:30 – 16:30	10am – 4pm
Tuesday	8:30 – 16:30	10am – 4pm
Wednesday	8:30 – 16:30	10am – 4pm
Thursday	10:00 – 18:00	10am – 6pm
Friday	8:30 – 14:00	Closed

Abertay Housing are committed to providing the best possible service, however, if you feel we have failed please contact us for our complaints procedure.

Translation facilities are available on request.

Scottish Housing Regulator Reg. No. HAL 297
Industrial & Provident Societies Act 1965 Registered Number 2517 R(S)
Abertay Housing Association Ltd is a Registered Scottish Charity No. SC 030152
Property Factor Reg No PF000206



Rent Arrears

If you've fallen behind with your rent payments and have built up arrears it's important to act quickly.

If you don't pay these it may lead to you being evicted from your home.



We are here to help out if you are struggling to pay your rent

There are six steps to eviction - and various ways to pay your rent. Paying your rent is a lot easier than losing your home.

Abertay Housing Association is committed to giving you the best possible service. To do this we need to ensure that all tenants pay their rent on time so we can afford the services and improvements your home needs.

Tenants who don't pay their rent...

mean that we have less to spend on improvements and services

Last year more than £150,000 was owed to Abertay Housing in unpaid rent. This money could have been spent on improving tenants' homes. £150,000 could pay for:

- New doors and windows in 30 homes
- New central heating in more than 40 homes
- More than 60 new bathrooms and kitchens



Make sure you

PAY TO STAY

Six steps to eviction

Abertay Housing Association operates a firm, but fair Rent Arrears Policy, which offers early advice and assistance to those who fall into arrears.

1. Rent is payable **monthly in advance**.

It is essential for anyone having difficulty paying their rent to contact our Income Team and we will offer appropriate help and advice to resolve the situation.

Rents accounts are constantly monitored and action is taken as soon as arrears appear.

2. Once your account is in arrears, we will write to you to inform you and request payment of the outstanding amount. You should contact us if you are struggling to pay- we are here to help.

3. If you continue to accrue arrears, break any previous arrangements or make no contact with Abertay Housing Association you will receive a second and final warning letter.

4. If the situation does not improve and the rent arrears increase, we will issue a Notice of Proceedings. This is a legal document and it's the first stage in the process of Abertay Housing taking action to repossess your property.

You can at any of the above stages make an arrangement to pay your current rent plus an agreed amount from the arrears. It will be based on the circumstances of each case. If the agreement is kept, no further action will be taken.

5. If rent arrears remain outstanding or any arrangement made previously is not being kept an application to the Sheriff Court will be made. Abertay Housing will ask for a Decree of Eviction dependant on your payment history. Abertay will also add any court costs to your rent account. This will also affect your credit rating.

6. If you will not make a reasonable attempt to clear your rent account we will seek to remove you from your home.