

# BEFORE

[[Date]]

Dear

## **THE OUTSTANDING DEBT ON YOUR RENT ACCOUNT IS £xxx**

Despite numerous attempts to come to an agreement with you to settle this debt, you have not kept to an arrangement and your debt is not reducing.

**Therefore if you do not pay the balance in full within 3 days, we will apply for a court order to repossess your home.** We will also ask for an order for court costs of £xxx and a money judgment for the outstanding debt. This will have a negative impact on your credit rating, making it harder for you to borrow money in the future.

**If you cannot pay the balance in full, you must contact us within 3 days.** You can contact us between 9am to 5pm Monday to Friday (10am to 5pm on Wednesday). Please ask to speak with the Income Recovery Team.

There are various ways you can pay including Direct Debit, credit/debit card and swipe card.

**DO NOT IGNORE THIS LETTER - Your home is at risk!**

Yours sincerely

Income Officer

# AFTER

[[Date]]

Dear

## **Notice of possible court action due to £xxx debt on your rent account**

Unfortunately, although we have tried to contact you a number of times about the debt on your rent account, you have not kept to an arrangement to repay it, and your debt is not reducing.

We need to collect the rent on all our homes so we can provide our services to our residents.

**If you cannot pay the balance in full in the next three days from the date of this letter, we will have no choice but to apply for a court order to repossess your home.**

We will also ask for the costs of taking you to court to be added to the amount you owe us and for a 'money judgement' (or direct payment) to be taken from you and paid to us for the debt. This will affect your credit rating, and make it harder for you to borrow money in the future.

**If you cannot pay the balance in full, you must contact us before the three days are up.** We are here to help from 8am to 5pm Monday to Friday, and from 8am to 12pm on Saturdays and we will be happy to speak to you.

There are lots of ways you can pay, including Direct Debit, and a debit or credit card. Please remember that with a credit card, you will need to clear your balance completely to avoid paying any interest.

We really do not want to take you to court, we would rather you stay in your home with us, but we will not have a choice if you do not clear your debt.

Thank you for taking this letter seriously.

Yours sincerely

Income Officer