



# Former Tenancy Rent Arrears

Frequently asked questions

Directorate of the Environment



## **What are Former tenant rent arrears?**

- When a tenant moves out of their Council property, or a tenancy ends but there are still rent arrears outstanding on the rent account, we call these former tenant arrears.

## **How can I make sure I am not in rent arrears when I move out**

You should contact the Rent Section at Woodfieldside, Tel: 01443 811450 and tell them the date you intend to move out. They will be able to tell you how much rent is due to the end of your tenancy.



## **How can I have rent arrears when I have moved out of my tenancy?**

- If you do not give four full weeks notice that you intend to leave, or you abandon your property without giving notice, you could be charged rent for the full four week notice period. You could also be charged for any outstanding repairs for damage which appears to have been caused by you or members of your household.
- If you do not hand in your keys by the specified date or time you may be liable to pay extra rent, so it is important that you make sure you know exactly when and to where the keys should be returned.
- If you have an outstanding housing benefit claim you should contact the Benefits Section at Ty Penallta to discuss it before you end your tenancy.

## How can I repay my former tenancy rent arrears?

You can make payments in the following way

- At any of the Council cash offices or customer first centres. You should contact the Rent Section at Woodfieldside and they will issue you with a payment card to use each time you pay.
- By post - payments must be by crossed cheque or postal order made payable to Caerphilly County Borough Council (post dated cheques are not acceptable). Please send your remittance together with your payment card to: The Cash Office, Penallta House, Tredomen Park, Ystrad Mynach, CF82 7PG.
- By telephoning the debit/credit card line on 01443 863366 (there is a 2% charge for credit card payments).
- By setting up a direct debit – please contact the Rents Section on 01495 235600 for a form.
- On the Caerphilly County Borough Council website at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk). You will need to follow the online instructions.



## What if I do not pay my former tenant rent arrears?

- The council may take action against you to recover the debt. If a County Court Judgement is made against you, this may affect your credit rating.

## **Can I apply for another Council tenancy or a Housing Association tenancy if I have former tenants rent arrears?**

- You can apply for rehousing, but any debt that you have may prevent you being offered another tenancy with the Council or any of the Housing Associations which operate in the Caerphilly CBC area.



### **Useful telephone numbers**

<b>Rent Section</b>	<b>01443 811450</b>
<b>Benefits Section</b>	<b>01443 864022</b>
<b>Council Tax</b>	<b>01443 863002</b>
<b>Debit card line</b>	<b>01443 863366</b>