

Awarded for excellence
Tenant Participation
Housing Service
Housing Repairs
Council Information Services



**HOUSING &
CUSTOMER SERVICES**
Your Questions Answered

Former Tenant Arrears



West Lothian Council Housing & Customer Services

Former Tenant Arrears

1

How can I make sure I have no arrears when I move out of my tenancy?

- A Housing Officer will visit you to carry out a property inspection before you move out of your tenancy. If you have rent arrears at this time an agreement can be made to pay by instalments or to clear the account completely. You may continue to pay by instalments once your tenancy is terminated as long as you maintain your agreement.
- You can also check your rent account when you hand your keys in by asking for a final rent balance.

2

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

- If you fail to give the four weeks notice required or abandon your property you could be charged rent for the full four week notice period. You will also have lost the opportunity to discuss any outstanding repairs that are necessary and you could be recharged for these.
- If you do not hand in keys by the required date or time you may be liable for additional rent. It is important that you check when and where to return keys to avoid this.
- If you have an outstanding housing benefit claim for your former tenancy. It is crucial that you discuss your claim with the Revenues Department prior to terminating your tenancy.

3

How can I repay my former tenant arrears?

- You can pay former tenant arrears at any of the Council Information Services in West Lothian. Simply give your name, the address of your former Council tenancy and the date that your tenancy ended.

4

What will happen if I ignore my former tenant arrears?

- If you ignore your arrears and do not respond to letters, your debt will be passed to a Debt Collection Agency for recovery. This agency is employed by the Council to collect former tenant arrears.
- Having your debt passed to a collection agency can affect your credit rating.

5

What action can a collection agency take to recover former tenant arrears?

- Collection agencies can take court action to have a payment decree granted. This means that your wages or bank account can be arrested.

6

Can I apply for another Council tenancy if I have former tenant's arrears?

- You may apply to join the housing list but debts you have after ending your tenancy can stop you from being allocated a West Lothian Council property in the future.

Paying Rent
It's not a matter
of Choice.

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email:Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House
Bathgate EH48 1TS
Email:Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email:Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email:Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email:Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email:Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre
Carmondean
Livingston EH54 8PT
Email:Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email:Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email:Whitburnaho@westlothian.gov.uk

West Lothian Connected
CIS Office
Almondvale Centre
Livingston EH54 6NB

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Customers with Special Requirements:



West Lothian Council

Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is 18001 01506 651115

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পিত্তে পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন আন্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部。電話：0131 242 8181

ਹਿਰ ਨਾਨਕਾਨੀ (ਹਿੰਦੀ) ਨਿਵਰੀਤ ਡੇ ਪੜ੍ਹਨ ਭਾਈ ਸਿੰਘੀ, ਡੇਪ, ਡੀ ਡੀਊ ਅਤੇ ਸਾਰਾ ਈਥਾ ਤੋਂ ਤਾਯਾਦ ਹਿਰ ਖੁਦਮੇਵ
ਡੀ ਡੀਊ ਅਤੇ ਡਿੱਕੋਊਏਕ ਅਤੇ ਤਾਯਾਦਿਕ ਸਾਰੀਸ ਡੀ ਹਿਸ ਨਿਲ ਡੇ ਸੰਭਵ ਅਤੇ 0131 242 8181

یہ معلومات بریل (انہوں کے رسم الخط) نیچے، جسے صرف کی تعلیم اور کیمپن میں بریل جاننے والے افراد کو دستیاب ہے۔
برہمروائی انگریزوں کے ساتھ ایڈز اسٹیجنگ سرورس سے لینڈیاں ہر 0131 242 8181 پر رابطہ قائم کریں۔

Published by West Lothian Council, West Lothian House, Livingston, EH54 6QG

INPRINT Re-order No:CMY149 (6/03)

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

www.westlothian.gov.uk/housing