



Rent Arrears



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PAYING RENT.....IT'S NOT A MATTER OF CHOICE.

We know that people can find themselves in rent arrears for all kinds of reasons, and we understand that it can be difficult facing up to your problems.

But the good news is your local area housing office is here to help!
If you're failing to pay your rent, for whatever reason, don't make things worse....**come in and speak to us now.**

Why is it important that rent is collected?

A large part of your rent goes directly into repairing and maintaining your home. Another part goes towards upgrading yours and other tenants' homes. By failing to pay rent, you let yourself and everyone else down.

What will happen if I contact you about my arrears?

You will be offered a private appointment with your local housing officer.

How can a housing officer help me?

Officers are trained to handle your enquiries in a friendly and confidential way. They can:

- agree for you to pay in installments.
- help identify benefits you may be entitled to but are not currently claiming.
- help you negotiate with other companies you owe money to.

What will happen if I ignore my arrears?

Every year across Scotland, an increasing number of local authority tenants are evicted for failing to pay their rent - West Lothian is no different.

We will do everything in our power to help you stay in your home, but we have no legal obligation to house you if you refuse to pay arrears.

Apart from eviction, what other action can the Council take to collect arrears?

We will make every effort to help you deal with your rent arrears - but, if our attempts to reach an agreement with you fail, or if you break an agreement to pay arrears, we may need to consider further action.

THIS MAY INVOLVE:

- deducting payments from your benefits.
- taking court action to claim part of your wages.

Advice Shop

The Council's Advice Shop has specialist advisors who can assist you with Welfare Benefits, Money Advice and Energy Advice.

These advisors will help you to claim Welfare Benefits you are entitled to, negotiate with Creditors on your behalf, or provide advice and assistance with energy and its domestic uses.

Simply pop along to the Advice Shop at Unit 9/12 Waverley Industrial Estate, Waverley Street, Bathgate or phone (01506) 776444.

**So if you are worried about your arrears, please let us help you.
But remember, do it now.....**

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

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 بربيل 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 লিখিত পাচ্ছেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড 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

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਟੇਪੂਜ਼ਿਟ ਟੇਪ ਅਤੇ ਵੱਡੇ ਫੋਂਟ ਅਤੇ ਸਮਾਜਿਕ ਭਾਸ਼ਾ ਟੋਕ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਹ ਸੇਵਾ ਟਿੰਗਲੈਂਟਿਓਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾ ਵਿੱਚ ਸੇਵਾ ਕਰਨ ਲਈ 0131 242 8181

یہ معلومات بریل (تھپ) اور ٹیپ کے ساتھ، اور دیگر کمیونٹی زبانوں میں دستیاب ہیں۔ براہ کرم براہ کرم 0131 242 8181 پر رابطہ قائم کریں۔

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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