

5. THE EJECTION:

Prior to being evicted, the sheriff officer will serve you with a charge for removing. This tells you when you will be evicted from your home. On the day of the ejection the sheriff officer will attend and remove you from the property and the locks on the property will be changed.

You will need to have all of your belongings packed up and ready to go.

If you have left any possessions within the property these will be left in the property and you will have to make arrangements with DGHP to collect these at a later date. If you fail to do this then the possession will be distributed amongst charitable organisations and those of no value will be destroyed.

There are expenses associated with carrying out an eviction and these will also be added to your rent account. If you fail to make payments towards the monies that you owe us any future housing application that you make may be suspended on this basis and will prevent you from being housed by any of the Homes4D&G partners.



Don't bury your head in the sand - engage with DGHP, and we will help you get your rent sorted. Court action is avoidable just talk to us.

REMEMBER – No matter how many other debts you have, no-one else has the power to evict you from your home.

MAKE SURE YOU PAY YOUR RENT FIRST!

**FREEPHONE 0800 011 3447
LO-CALL 0345 606 3447**

ALTERNATIVE FORMATS

This publication is also available on tape, in Braille, large print and community languages.

For information contact DGHP's Customer Service Centre on:

0345 606 3447

FREEPHONE 0800 011 3447

EMAIL customerservice@dghp.org.uk

FOR FURTHER INFORMATION, PLEASE CONTACT:

DGHP Customer Service Centre

Grierson House, The Crichton,
Bankend Road, Dumfries DG1 4ZS
0800 011 3447 (freephone)
0345 606 3447

email us: customerservice@dghp.org.uk
or visit our website: www.dghp.org.uk

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CANTONESE

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ARABIC

تتوفر هذه النشرة على شريط، بطريقة بريد، لغات التواصل والطباعة الكبيرة للحصول على المزيد من المعلومات، اتصل بمركز خدمة عملاء DGHP على الرقم 0800 011 3447 أو بالبريد الإلكتروني: customerservice@dghp.org.uk

BENGALI

এই প্রকাশনাটি টেপে, ব্রেইলে, বড় ছাপার অক্ষরে এবং কমিউনিটির ভাষায় পাওয়া যায়। আরো তথ্যের জন্য DGHP-এর গ্রাহক সেবা কেন্দ্রে যোগাযোগ করুন 0800 011 3447 নম্বরে বা ইমেল করুন এই ঠিকানায়: customerservice@dghp.org.uk

URDU

یہ اشاعت ٹیب، بریل، بڑے پرنٹ اور کمیونٹی کی زبانوں میں دستیاب ہے۔ مزید معلومات کے لیے DGHP کے کسٹمر سروس سنٹر سے 0800 011 3447 پر رابطہ کریں یا customerservice@dghp.org.uk پر ای میل کریں۔



Working with our Tenants



Version 2 – May 2018

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www.dghp.org.uk



**RENT FIRST
WHAT HAPPENS IF I DON'T PAY MY RENT?**

INTRODUCTION

In some cases, despite all of the support and assistance provided, some of our tenants still don't pay their rent. This leaflet takes you through the process of what happens if you refuse to pay your rent and it explains the legal steps that DGHP will take against you.

WHAT HAPPENS IF I DON'T PAY MY RENT?

DGHP's primary business is renting homes. Our main source of income is the rental money we get from tenants.

Without the rent coming in we cannot provide the excellent services that people expect as being a DGHP tenant.

Tenants who do pay their rent are then disadvantaged as their rent is used to subsidise those who don't pay rather than going towards improvements to our homes.

DGHP does not want this to be the case and, ultimately, if a tenant persists in failing to pay their rent then DGHP will take court action to evict that person and their family from the property.

In 2018/19 DGHP evicted 39 tenants and their families from their homes for not paying rent.

We want this number to reduce, not increase.

Talk to us and make sure you are not one of these people who face being evicted from their home.



MYTH-BUSTING

"DGHP won't evict me, I have children in the property"

There is nothing to prevent DGHP raising an eviction action against a family even if there are young children in the property. DGHP writes to Social Services prior to raising a Court action to make sure that they are aware that an eviction action has been raised and those children are potentially going to be made homeless.

"DGHP is a charity, I'm not expected to make rent my priority"

Whilst DGHP is a charity in the strict legal sense of the word we are not a charity that provides free homes for people. Every DGHP tenant is expected to pay rent and we also expect that this will be your first priority.

"I don't pay rent, I get benefit"

Whether you get housing benefit, Disability Living Allowance or any other form of benefit you still pay rent. The only difference is where the money comes from but the responsibility still lies with you to sort it out and ensure your rent is paid.

"DGHP has a duty to prevent homelessness so they won't evict me."

DGHP is a landlord just like any other, if you don't pay your rent we are entitled to, and will, evict you from your home.



THE COURT PROCESS

Staff at DGHP will do everything possible to help you pay your rent. We have specialist advisers that can help with claiming benefits etc., and we can also refer you for free external advice. However, if you fail to engage with the process then we will begin a court action against you and this is the process that we will follow:



1. PRE-COURT WORK:

If your arrears are starting to increase we will notify you of this and attempt to visit you at your home. Don't ignore the doorbell - speak to us and hopefully we may be able to help you sort it out.

2. SERVE A NOTICE OF PROCEEDINGS (NOP):

This is the first stage in the court process. By this stage we will have made every possible effort to contact you and will have made many attempts to support you and offer advice. You will have had many opportunities to engage with us and put a payment plan in place. You will receive a notice that tells you how much rent you owe and what steps DGHP has taken so far to try and help resolve the problem with you.

Once you have been served this notice, you then have 28 days to turn the situation around and sort out a repayment programme. You should contact your income officer as soon as you receive an NOP to discuss what you need to pay in order to prevent DGHP having to take further action against you.

3. COURT PAPERS ARE SERVED:

If the situation does not improve after the serving of the NOP then we will raise court action against you. At this point you are served with court papers that give you a date to come to court where your case will be heard before the sheriff. You must get advice when you get these court papers through.

Don't worry if you can't afford a lawyer as you can get free advice from Citizens Advice Bureau (CAB). Don't leave it until the last minute to get advice. CAB can help you better if you go and see them as early as possible, and not on the day of the court hearing.

4. THE COURT HEARING:

If you have not engaged with DGHP then we will ask the sheriff to grant decree for your ejection together with the arrears and the expenses of the court process. This means that not only can we evict you from your home we can arrest your bank accounts or get deductions made automatically from your benefits or wages to reclaim the monies owed to us.

This can be avoided at any stage however, all you need to do is engage with DGHP and the income team and we can arrange an affordable payment plan that allows you to repay what is owed whilst still keeping your house and avoiding court expenses.

The sheriff will give you time to make a repayment plan and to start making payments towards the arrears before granting ejection so make sure you engage and tell us that you want to start repaying the money. If you are entitled to benefits the sheriff can also give you time to get your benefits claim completed.