



Former Tenants Arrears

What happens to a rent account when a tenancy terminates?

Four weeks' notice is required to terminate a tenancy. However when a tenant is transferring to another Aberdeenshire Council tenancy it is the Council's policy to waive the four weeks' notice period and rent is only charged until the day the keys are returned.

When notification of a termination is received a letter will be issued advising of the current rent balance or the balance due to the termination date.

When the tenancy is terminated due to the death of the tenant and there is no succession of tenancy, it is Council policy to suspend charging for two weeks from the date of death to allow time for the family to clear the house. After this, a charge equivalent to the daily rent will be levied until the keys are returned. Any housing benefit entitlement will end on the date of death. Any outstanding balance will be claimed against the estate. If there is no estate a letter should be sent to the Council by the next of kin advising of this.



How can a former tenant have arrears of rent?

- The tenant could already be in arrears of rent prior to terminating the tenancy.
- Failure to provide four weeks' notice, or abandonment of the property. Four weeks' rent will be charged even if the keys are returned, if you are not moving to another Aberdeenshire Council property.
- Failure to return keys by the due date. Rent will be charged in days when this occurs, until the keys are returned.
- Housing benefit is not always payable to the end of the tenancy. Tenants in receipt of housing benefit should check their individual circumstances with housing benefit staff when terminating a tenancy.

Paying former tenants rent arrears

Arrangements can be made to pay the balance due by instalments. Contact should be made with a Housing Officer to make an agreement to pay.

Payments can be made by cash, postal order, cheque, debit/credit card, standing order or direct debit.  If you pay by credit card there will be a 2% surcharge. Contact should be made with a Housing Officer to confirm the payment method and if appropriate, the frequency of payments.

Action taken to recover former tenants arrears

- Failure to respond to reminders from the Council will result in the debt being passed to a debt collection agency for recovery.
- Outstanding arrears will be disclosed in any tenancy or financial reference provided by the Council.
- Failure to pay could prevent allocation of another Council or registered social landlord tenancy.
- Failure to pay outstanding former tenant arrears may affect credit ratings.

This leaflet describes how the Council deals with former tenant rent arrears. If you need a copy in large print, Braille or in <language>, telephone on 03456 08 12 03.

Šī brošūra skaidro kā Dome rīkojas gadījumos par bijušo īrnieku īres parādiem. Ja Jums ir nepieciešams eksemplārs lielajā drukā, braila (neredzīgo) rakstā vai latviešu valodā, lūdzu, sazinieties ar Informācijas nodaļu (Mājokļa jautājumi) pat tālruni 03456 08 12 03

Si brosiura apraso kokių priemonių savivaldybė imasi, atsiradus buvusių nuomininku skoloms. Jei jums reikalinga kopija didelemis raidemis, Brailio sriftu ar lietuvių kalboje, prasau kreipkitės I Informacini padalini (aprupinimas gyv. patalpomis) tel: 03456 08 12 03

这份传单说明了政府如何处理以前房客拖欠的房租。如果你需要大号印刷字体、布莱叶盲字文或中文普通话的复印件，请你拨电话 03456 08 12 03 联系（房屋）信息小组。

Ta ulotka informuje w jaki sposób Rada Miejska rozwiązuje problem zaległości czynszowych poprzednich lokatorów. Jeśli potrzebujesz odpisu w dużym druku, Brajlu lub w języku polskim, proszę się skontaktować z Zespołem Informacyjnym (Mieszkalnictwo) pod numerem telefonu 03456 08 12 03

Este folheto descreve como a Câmara Municipal trata dos aluguéis atrasados de ex-inquilinos. Se necessitar duma cópia em letras grandes, Braille ou em Português, contacte por favor a Equipa de Informação (Habitação) no número 03456 08 12 03

В этой брошюре освещается, как Совет поступает с задолженностью по квартплате бывших квартиросъемщиков. Если вы нуждаетесь в копии, напечатанной крупным шрифтом, шрифтом Брайля или по-русски, пожалуйста, обратитесь в Информационную команду (жилищного отдела) по телефону 03456 08 12 03

ແຜນພັບລັບນີ້ແຈ້ງດັ່ງການດຳເນີນການຂອງເທສບາລເມັ່ງອີງເຖິງຜູ້ເຂົ້າເລີມທີ່ດັ່ງທຳຮະຄ່າເຂົ້າ

หากท่านต้องการเอกสารที่มีตัวหนังสือขนาดใหญ่, เป็นอักษรเบรลล์หรือภาษาไทย

กรุณาติดต่อทีมข้อมูลข่าวสาร (แผนกที่อยู่อาศัย) โทรศัพท์ ๐๓๔ ๕๖๐๘ ๑๒๐๓