

This factsheet provides information on how we will recover former tenant debt. We aim to actively pursue and collect all former tenant debt by taking all reasonable measures available to us. This includes pursuing debt from any rechargeable repairs that have arisen, during, or at the end of the tenancy.

Rechargeable repairs are repairs for which a tenant is responsible for e.g. removal of carpets or redecoration.

What is former tenant debt?

Former tenant debt can include any money that is owed to us as a result of outstanding rent payments, court costs, other debts such as unpaid heating or water charges, or the cost of any rechargeable repairs identified during or at the end of the tenancy.

How will I know if I have any former tenant debt?

If the debt occurred during the tenancy we will have told the tenant about this at the time. For example, rent arrears, rechargeable repairs, catering accounts, or utility charges.

At the end of the tenancy we will give the balance of any debt that is outstanding at that time. We will also inform of any new rechargeable repairs after your tenancy has ended.

What should I do if I have a former tenant debt?

We will normally ask this debt to be cleared in full, but where this has not been done, we may agree to a payment arrangement to clear the debt from the estate.

How can I pay the outstanding debt with you?

A one-off payment can be collected by:

- Card payment by telephoning our finance department, please have your reference number with us and your card details available.
- By BACS payment through your own banking service, quoting our **account number 06013120** and **sort code 09-07-20**. Please remember to quote the **tenant's name** or **invoice number** when making payments.

If you wish to enter into a payment arrangement with us, please contact our finance department for more details.

What will happen if I do not repay the debt?

If the debt has not been paid in full, or an agreed payment arrangement has not been kept to we may take further action to recover the money.