

# Useful Telephone Numbers

## Newark and Sherwood Homes

Customer Access Team  
Telephone 0845 258 5550

## Newark and Sherwood District Council

Housing Options 01636 655546  
Housing Benefit 01636 650000

## Citizens Advice Bureau

Telephone Newark 01636 704391  
Telephone Mansfield 01623 861808

## Nottinghamshire Welfare Rights

Telephone Mansfield 01623 845016

## Mansfield Shelter

Telephone Mansfield 01623 451000

## Framework

Telephone Newark 01636 640660  
Telephone Mansfield 01623 863363

## NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX  
Email: [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk)

### GENERAL ENQUIRIES

LOCAL CALL RATE:  
0845 258 5550

### EMERGENCIES

OUT OF HOURS FREEPHONE:  
0800 561 0010

### FAX:

01636 655514

### HAWTONVILLE OFFICE

77c Eton Avenue,  
Newark on Trent, NG24 4JH  
Tel: (01636) 655503  
Fax: (01636) 655504

### REPAIRS FREEPHONE:

0800 561 0010

### MINICOM:

01636 655960

### OLLERTON OFFICE

Sycamore Road,  
Ollerton NG22 9PS  
Tel: (01623) 860740  
Fax: (01623) 860729

[www.nshomes.co.uk](http://www.nshomes.co.uk)



What to do  
if you're having  
problems paying  
your rent



If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word  
Translation Services

Audio Tape

"to deliver excellent Housing Services"

## What to do if you're having problems paying your rent

**Many people have difficulties paying their rent and other bills these days.**

**If you are not in receipt of Housing Benefit and think you are entitled to some help contact the housing benefit team on 01636 650000. If you need help completing the form please let us know.**



Debt problems escalate if you ignore them. We can help you if you fall into rent arrears. Alternatively you can seek help from other money advice agencies. See reverse of leaflet for telephone numbers.

We will always work with you to reach an agreement to reduce the amount that is owed. Every effort is made to prevent court action being instigated to recover arrears and possession of property.

Remember it is your responsibility to make payments, apply for housing benefit and supply all the relevant information requested.

**If you wish to have a home visit please contact us**

Please do not ignore any letters about rent arrears. If you cannot pay then please contact us immediately on **0845 258 5550** to make an agreement or arrange a home visit.

If you are in rent arrears you may be served with a Notice of Seeking Possession. This allows you 28 days to make an agreement or clear the account.

The Notice of Seeking Possession remains valid for 12 months and at any time during this period Newark and Sherwood Homes can apply to the court for a hearing.

Anyone served a Notice of Seeking Possession is automatically referred to Newark and Sherwood District Council's Housing Options team who offer independent advice. Should you wish to contact them telephone **01636 655546**.

If you fail to keep to the agreement then court proceedings may be taken to take possession of your home. It is important you attend the court so the Judge can hear evidence from both parties.

### **Remember your home is at risk**

Any costs incurred through the court action and eviction proceedings are added to the rent account.

If you are a secure tenant the court will make a postponed order which means as long as you pay rent plus an amount to clear the arrears you cannot be evicted.

If you fail to make payments as ordered by the Court where a Possession Order is postponed, Newark and Sherwood Homes will write and advise you that it intends to apply to the court to request permission to obtain a warrant to take possession of your home.

All secure tenants have the right to appeal to the court to vary the order or make an application to suspend the warrant of possession.

**If you do not have security of tenure (demoted tenancy, introductory tenant or licensee) the court has no discretion but to award outright possession and you will lose your home.**

**Please work with us to ensure this does not happen.**