

Who can offer you further help and information?

Your Housing Officer
Oxbode Office
Tel: 505359

Deansway TA
C/O Gill Shelley
11 Deans Way

White City TA
C/O Oxbode, County
Chambers, Station Road

White City Project
110 Finlay Road
tel: 423881

Citizens Advice Bureau,
Money Advice
75-81 Eastgate Street
Tel: 528017

Gloucester Law Centre
75-81 Eastgate Street
Tel: 423492

Housing Benefits Team
Herbert Warehouse,
The Docks
Tel: 522232

Shelter
Messenger House
35 St Michaels SQ
Tel: 310748

Debt Advice Helpline
(free service)
Tel: 0800 980 2800

Oxbode tenant Board representatives:

Mr Clive Mitchell
57 Deans Way
Gloucester
Tel: 01452 504218

Mr Dave Eaketts
3 Hazelton Close
Gloucester
Tel: 01452 421769

Would you prefer an Oxbode tenant Board representative to help you?

We now have a number of tenants on our Board and there are two active Tenants' Associations.

If you want, they can act as a link between yourself and Oxbode, find out information for you and arrange and come to any meetings as your helper.

This person can be involved as little or as much as you want and would sign a confidentiality form so that any information would remain only between you, your representative and Oxbode.

New ways to pay your rent

- **Cash, cheque**- at our office
- **Use your Swipecard**
At any Post Office or shop with a Paypoint sign. Contact us if you would like a swipe card.
- **Standing order or direct debit**
This pays your rent automatically from your Bank Account. Contact us if you would like a standing order or direct debit set up.
- **Debit or credit card payments**
You can now phone 24 hours a day and pay any amount you wish by Switch or any credit card automatically to your rent account. Phone this number **0870 2436040**, have your card ready, and follow the instructions.

OXBODE HOUSING ASSOCIATION

A Charitable Housing Association

COUNTY CHAMBERS
STATION ROAD
GLOUCESTER
GL1 1DH

This leaflet gives you information about the legal notice you have received

Notice Seeking Possession



You now owe more than four weeks rent. Your rent money is used to help pay for all the repairs, running the office and repaying the money we borrowed to build your home.

This is why you are being served with a legal notice so that we can get back the money you owe us.

What does a Notice of Seeking Possession mean?

This is a legal notice giving you 28 days to pay the money you owe.

If you do not contact us and start making payments to clear your arrears your case will be enrolled in Gloucester County Court. The Court costs will also be charged to you.



Your case will be heard before a Judge who will make a decision whether to evict you (called a possession order) or make you pay your weekly rent plus an amount towards your arrears (called a suspended possession order).



**Don't panic!
We are here to help you**

There are steps you can take to stop things going any further

Step 1

Contact your Housing Officer straight away. Don't bury your head in the sand. Your rent problems won't just disappear. I can visit you at home during the day, or if you work, make an appointment to see you in our office during your lunch hour, or after work 5-7pm.

We can make an agreement with you to repay what you owe.

If you keep to this agreement we will not take any further action.

Step 2

We will reduce your arrears by £15.00. If you use the Citizens Advice Bureau free Money Advice Service.

Their advice workers will help you prioritise all your debts and will work with you to contact the organisations you owe money to and offer a regular amount you can pay them. They can also offer you personal money advice and help you budget your money.

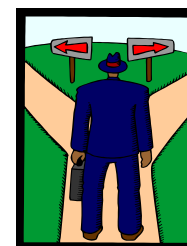
The services that we offer you :

- A range of payment methods
- A city centre office location open five days a week.



Help

- Evening/lunchtime office appointments
- A home visit from your Housing Officer
- Confidential advice from fully trained staff with flexibility to agree a realistic repayment plan.
- Your Housing Officer is available three days a week to help and visit tenants who need advice.



Help with Housing Benefit problems.

Advice

- Referral to Citizens Advice Bureau Money Advice Service.