
Payment of Rent and Rent Arrears

The rent that you pay is important to Housing so that we can look after our properties. Housing keeps the rent that it receives to carry out repairs and improvements.

Payment of your Rent

Your rent is payable weekly in advance. If you break the conditions of your tenancy by failing to pay your rent in full or on time or by breaching of other conditions, you could be placing your tenancy at risk and you may be required to leave the property.

Should that happen, Housing would not offer you alternative accommodation.

Paying by Direct Debit

By completing a Direct Debit Mandate Form, you tell your bank to send us your rent money either every Friday, if you are paid weekly or in the first few days of each month, if you are paid monthly. As long as you have enough in your account to cover the cost of your rent, there's no way you can get into arrears.

If the rent payable changes, we will change your direct debit and give you at least 2 working days' notice before we take payment.

Forms can be found on the website or you can collect 1 from our offices or ask us to send you 1 by phoning 717211.

Paying directly from your Wages

Some employers will deduct your rent from your wages and send it directly to us. You would need to speak to them directly about this and if they are willing we will ask you to complete an Employer Mandate Form

Paying directly from Supplementary Benefit

If you are in receipt of Supplementary Benefit you can request that your rent is sent directly to us from your benefit by completing a form which is on the website or available at Housing or Supplementary Benefit Offices and returning the completed authorisation to either Housing or Social Security.

Paying rent at the States of Guernsey Cashiers

You can pay your rent at the Cashiers Monday to Friday between 8:30am – 5:00pm over the phone by calling 747373 or by coming to Sir Charles Frossard House. You will need a special number which your Tenancy Management Officer can give you.

Rent Payment can be made at the following Post Offices

Checkers Express, Cobo, Castel, Co-Op, Bridge, St Sampsons, Co-Op, St Martins, Co-Op, Market, St Peter Port, Envoy House, La Vrangue, St Peter Port, Forest Stores, Smith Street, St Peters, Waitrose, Rohais, St Peter Port

Paying Rent via the Internet

Housing also has a facility for accepting payment by the Internet. Please contact us for further information.

Getting into Debt

If you fail to pay your rent, we reserve the right to take Court action.

If you have financial difficulties that cause problems with regard to your rent, you should inform Housing immediately. Tenancy Management staff are available to discuss the situation with you and give you advice. We shall try to help wherever possible, but it is important that you let us know and are open and honest with us.

Low Income or Change of Circumstances

Housing wants to ensure that its tenants pay the proper rent according to their circumstances. The rent that you actually pay will also depend on your income.

You might be eligible for a rent rebate benefit which reduces the amount of rent you need to pay. It is important that you apply immediately, since rebates are not backdated and are only applied from the date the application is received by Housing.

NOTE: If there is any change in your income or household composition, you must inform Housing immediately, and your rent will be adjusted. It is a criminal offence to receive a rent rebate to which you are not entitled by making a false claim or failing to declare any change in circumstances and you could lose your home.

Notice of Intent to Terminate the Tenancy

These are issued when Housing considers that the breaches of the tenancy agreement are such that it is seriously considering terminating the tenancy.

You should take notice of such warnings. Failure to respond to such a warning will result in a formal Notice to Quit that terminates your tenancy.

Eviction

This is the final stage in the process that would be taken if you do not cooperate with Housing. Although eviction is a final resort and can only be achieved by an application to the Royal Court, Housing will take such action where a tenant refuses to cooperate to our satisfaction.

Please treat this advice seriously as it could make the difference between Housing continuing to help you for many years or you losing your home and having to look for alternative accommodation.

How to contact Us

If you have any concerns about your situation at any time please contact:

Tenancy Management Section: Tel. 717211
Allocations Section (transfers): Tel. 717210
Email: housing.tenancy@gov.gg