

We recognise that eviction is often the last resort and is a costly process. We are committed to preventing homelessness at the earliest opportunity and we urge you to **CALL BEFORE YOU SERVE** so that we can help you and your tenants before it's too late.

### **CALL BEFORE YOU SERVE CAN HELP YOU RESOLVE:**

- Rent arrears
- Housing benefit problems
- Universal Credit issues
- Helping tenants to maximise their income

For assistance and more information about this service please contact Hilary Robinson:

**T:** 01723 383541

**E:** [hilary.robinson@scarborough.gov.uk](mailto:hilary.robinson@scarborough.gov.uk)

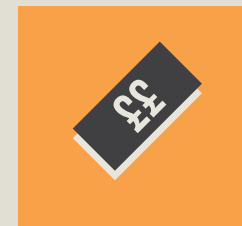


**CALL  
BEFORE  
YOU  
SERVE**

New FREE  
service funded  
by SBC

# **CALLING ALL LANDLORDS!**

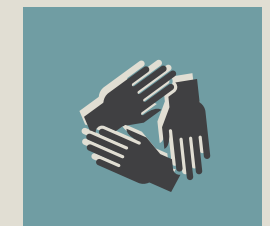
**RENT ARREARS**



**COMMUNICATION  
ISSUES**



**MEDIATION  
BETWEEN YOU  
AND YOUR  
TENANTS**



**AND HELP FOR TENANTS TO SET UP A CREDIT  
UNION ACCOUNT AND STANDING ORDERS**



CALL  
BEFORE  
YOU  
SERVE

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## A SERVICE FOR LANDLORDS

**CALL BEFORE YOU SERVE** is a specialist service for landlords considering seeking possession in the **Borough of Scarborough**. We recognise the importance of an early intervention working with both the landlord and tenant to prevent homelessness.

A new **FREE** of charge specialist service is available to assist landlords who are looking to serve notice on their tenants. The aim of this service is to give landlords all the help and assistance they need to prevent an S21 or S8 notice being issued.



- A personalised housing plan agreed with the tenant.
- Rent arrears assistance through local government homelessness prevention funds and charities. Also liaison with Housing Benefit and Universal Credit departments.
- A financial assessment of tenants to maximise income.
- Referrals and signposting to specialist services for more long-term support should the need be identified.
- A mediation service between landlords, tenants and local authorities.
- Help for tenants to set up a credit union account and standing orders to pay off or avoid rent arrears.