

HELP US HELP YOU

1

If you stop paying your rent, we will contact you to give you the opportunity to clear any debt or agree a payment plan.

We are here to help

Please call our specialist rent advisors on **0800 678 1221** (press option 1). You can also contact PayPlan, our friendly and experienced partners who have spent over 20 years helping people deal with their debts - call them today for free debt support on **0800 280 2816**

2

If you do not make or plan to make a payment, we will issue a notice seeking possession of the property.

Notice seeking possession of the property

This is the first stage in the legal process and gives you 28 days to contact us to clear the debt or set up a payment plan. The notice remains in place for 12 months.

3

If you fail to contact us to clear the debt or agree a payment plan, we will make a court application.

Pre-court protocol

We will provide you with a copy of this document, which informs you of the process that the court expects us to undertake prior to a court application. You will have seven days to contact us.

4

After seven days, if you have not contacted us, we will make an application to the court for possession of the property. The court will contact you with a hearing date.

Court process

A Court Officer will contact you to discuss your circumstances and explain the court process. It is in your interest to attend the hearing and put your case to the District Judge. There is free independent advice available in most courts.

5

At the hearing the District Judge may award an Outright Possession Order or a Suspended Possession Order.

An Outright Possession Order

An eviction date will be set by the court, usually around six weeks after the hearing date.

A Suspended Possession Order

If you maintain the payment terms ordered by the court, you will be able to remain in the property. If you cannot make payments, please contact us to avoid an eviction.



We are here to help and welcome your contact at any point to see how we can support you.

Please contact our specialist rent advisors:
0800 678 1221
(press option 1)

Visit: orbitcustomerhub.org.uk

Visit: betterdays.orbit.org.uk

Text: 'Contact me' to
07860 017 857

Email: betterdays@orbit.org.uk

Call: **0800 678 1221**
(press option 4)

Contact PayPlan:
payplan.com/orbit/

