



Rent Express Scheme

Rent Guarantee and Making a Claim

Information for Landlords and Letting Agents



Rent Guarantee - Information for Landlords and Agents

A rent guarantee is offered to landlords or agents using the Rent Express Scheme.

What does it cover?

- ✓ Up to one month's arrears of rent which remain outstanding at the end of the tenancy.

It does not cover:

- ✗ Damage or loss to the property (see Deposit Guarantee Leaflet)
- ✗ Arrears of gas, electricity, oil, water, service charge or council tax.

Are there any other conditions?

Yes – you must:

- Inform the Housing Advice Team (HAT) straight away if the tenant gets into rent arrears, at any point during the tenancy.
- Discuss the arrears with the tenant and try and set up a repayment agreement with them.
- Inform the HAT straight away if you are considering asking the tenant to leave.

If the rent arrears are not resolved and there are rent arrears at the end of the tenancy you can make a claim under the Rent Guarantee.

How does the landlord make a claim on the Rent Guarantee?

- You must inform the HAT and complete and return the enclosed claim form within 14 days of becoming aware of the tenant leaving the property permanently or the tenancy ending.
- Provide a rent statement giving details of all the rent due and all the payments received throughout the tenancy.

Failure to do any of the above may invalidate the Rent Guarantee claim.

What happens when the Housing Advice Team receive the Claim form?

When the claim form has been received:

- The HAT will investigate the claim.
- The HAT will check with the Housing Benefit Section what payments have been made and whether any payments are still due.
- You and the tenant will be contacted to discuss the claim prior to the HAT making a decision.
- A decision will normally be made within 10 working days of the HAT receiving the claim form and supporting information from the landlord or letting agent and tenant.
- The landlord/agent and tenant will be informed of the decision in writing.
- If the claim is approved, we will normally make a payment via the BACS system within 5 days of the Housing Advice Team making a decision about the claim.
- The tenant will be contacted and asked to repay the HAT any money that has been paid out on a claim.

What happens if you are unhappy with a decision that we have made?

- Contact the Housing Advisor who has been dealing with the claim for more information about our decision.
- If you are still unhappy you can request a review by writing to the Housing Advice Manager within 21 days of being told of the decision.
- You will be notified in writing to explain any decision that has been made following the review.

If you find the text in this publication difficult to read we can supply it in a format better suited to your needs

For more information about the Rent Express Scheme contact the Housing Advice Team at



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Warwickshire CV37 2HX

Telephone number:
Email:

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You can read more about the Rent Express Scheme at www.stratford.gov.uk