



Rebuilding lives in our community

SPELTHORNE RENTSTART

HOW TO KEEP YOUR GUARANTEE

If a landlord makes a successful claim against your guarantee, you will not be issued with another until you have repaid Spelthorne Rentstart.

Avoid Rent Arrears

- If you decide to move, give your landlord the correct period of notice.
- If you are away from your property for any length of time, inform your landlord.
- If your Housing Benefit stops, fill in any forms sent to you by the Housing Benefit Department as soon as possible. If you have any queries about your Housing Benefit contact Spelthorne Rentstart on the number below.
- If you stop receiving Income Support you will need to fill in a new Housing Benefit form.
- Inform Spelthorne Rentstart when you are moving out and give a forwarding address. If you don't a claim may be made against your Guarantee without you knowing.

Avoid Damage Claims

- Leave the property in the same condition as when you first moved in.
- If there are any changes that should be included on the inventory, inform Spelthorne Rentstart.
- The Guarantee is issued to you only; if you allow someone else to live in your property without permission from Spelthorne Rentstart your Guarantee becomes void.