

Rent

a simple guide



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A simple guide to paying your rent

As our customer, you will have signed an agreement with us before you moved into your business unit.

This guide explains your responsibility to pay your rent. We will be happy to answer any questions you have.

You must pay your rent in line with your agreement. This guide aims to explain the options that are available. Your rent does not include any service charges, insurance or other costs which you may have to pay under the conditions of your agreement. You are responsible for paying rates for services such as electricity and water direct to the supplier.

Standard agreements

On a standard agreement, you must pay your rent every three months for the three months to come by cheque or direct debit. Please see your agreement for specific payment dates.

How to pay

You can pay your rent in two ways.

By cheque

Please remember to:

- make cheques payable to 'NETWORK RAIL'; and
- return the payment slip from your bill with your payment so we can process your payment.

By direct debit

Direct debit is a safe, simple and convenient way to pay your rent.

Benefits to you

- No worries about remembering to pay at the right time.
- A possible reduction in bank charges.

When we receive your rent payment, we will update your records. For more details, contact your credit controller listed on your bill or visit www.spacia.co.uk



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Solutions agreements

If you have a Solutions agreement, you will pay your rent every month for the month to come by direct debit. If you are interested in finding out more about Solutions, please ring **0800 830 840**.

Interest payments

If your payment is late, we may charge you interest.

If you have difficulties

If you have trouble paying your rent, please ring your credit controller or portfolio manager who will be able to discuss the possibility of a payment plan. If you do not pay your rent on time or arrange a payment plan, we may ask bailiffs to do one of two things.

1 Collect the rent you owe and any associated costs

If a bailiff visits the premises, they will tell you what your rights are. They will give you a receipt for each payment you make. If the bailiffs need to visit you again, usually after five days, the amount of money you owe will increase. If you do not make the payment, they may remove your goods and sell them at auction.

2 Repossess the premises

If we repossess your premises, we may remove your goods and charge you for storing them, or we will serve you a 'legal notice' to collect your goods within 14 days. We will get rid of any of your goods that you do not collect. We will also charge you any costs involved.

Customers in Scotland

If you cannot pay your rent, you must let us know immediately. In this way, we can tackle problems at an early stage. We have various legal rights when your rent is overdue.

- 1 We can take action to repossess the property through the courts.
- 2 We can make a sequestration order for rent. This involves the court sheriff seizing your goods.
- 3 We can take legal proceedings in the courts to get back your unpaid rent.

You must pay your rent on time to avoid us taking action against you.

If you have any questions about your payments, please contact your portfolio manager or credit controller who will be able to help you.

If you have any other questions, please call

0800 830840.

Or, visit **www.spacia.co.uk**.



This is a simple guide only. For the full terms of your tenancy, please read your agreement. If you break any of the terms of the tenancy, we may take action against you, which could lead to you losing the property or facing extra costs.

You can also get simple guides in Bengali, Hindi, Greek and Turkish.

To ask for a copy, contact the customer services team on 0800 830 840 or e-mail: enquiries@spacia.co.uk