

24 March 2020

Further update regarding your income and paying your rent

We understand that this is a worrying time for many people and that you may be suffering from a loss of income. We know that some of you may be worried about your rent as well as other bills.

As a not-for-profit housing association, rent is our only source of income. It enables us to pay for the services we provide. It goes towards vital repairs and improvements. It is important that you help us to ensure your rent is paid. We are here to support you and if you have any concerns about your ability to pay your rent, please contact us as soon as possible. (Tel 01290 421130) The earlier we know, the sooner we can help you.

We want to reassure tenants that we will not be taking legal action to evict tenants where financial hardship is suffered as a result of coronavirus.

Those affected by coronavirus who are concerned about paying their rent can claim Universal Credit from the Department for Work and Pensions which includes support for housing costs, if eligible. The UK Government has introduced some temporary changes to make this easier.

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Our team is on hand to help you with any money worries. They can talk you through your situation and the options available to you, including benefits and other help and support you can access.

If your ability to pay rent hasn't been affected by coronavirus and you do not pay your rent, we will follow our usual arrears procedure, which could lead to you losing your home.

Useful links

DWP: latest updates

<https://www.gov.uk/government/organisations/departments-for-work-pensions>

Benefit advice and checkers:

<https://www.turn2us.org.uk/>

<https://www.entitledto.co.uk/>