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A company with a passion for communities

What happens if you can't pay your rent?



Here to help... 0800 915 1600

Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone

Formats



CD



Large print



Braille



Text only



أريد الحصول على هذا المستند باللغة العربية

ARABIC

این مطالب را به فارسی می خواهم

FARSI

نهم بایهتانهه به کوردی دهویت

KURDISH

Chciałbym uzyskać niniejszy dokument w polskojęzycznej wersji

POLISH

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TIGRINYA

مجھے یہ دستاویز اردو میں چاہئے

URDU

Another language (write in the box)

For more information call us on 0800 915 1600.

What we will do if you owe us money for rent?

We will try to help you to be able to pay your rent but if this fails this is the action we will take if you owe us money for rent. At each stage we will give you a chance to make an agreement to pay. If you keep to your agreement to pay then we will not take any further action.

- We will phone, text, visit and/or write and ask you to pay the money you owe;
- If you cannot pay all the money, we will make a repayment agreement with you;
- If you do not keep to your agreement, we will personally serve you with a Notice of Seeking Possession;
- If you still do not work with us to pay the money you owe, we will get a Court Order;
- If you do not keep to the Court Order we will go back to court for Possession and Eviction Order.

Please read on for basic details of how we can help and also ask for a copy of our Money Matters debt guide.

Paying your rent helps East North East Homes Leeds deliver a better service to all our customers

Housing Benefit

We will check if you can claim Housing Benefit and help you fill in the forms.

You must make sure that you provide all the information that Leeds Benefit Agency needs to process your claim.

We will tell you what information you need to provide and when it is needed.

If you do not provide all the information at the time it is needed you will have rent arrears and we will take action.

You must contact your local Housing office straight away if you are having problems paying your rent.

We can also provide advice on additional benefits or potential tax credits you might be able to claim.

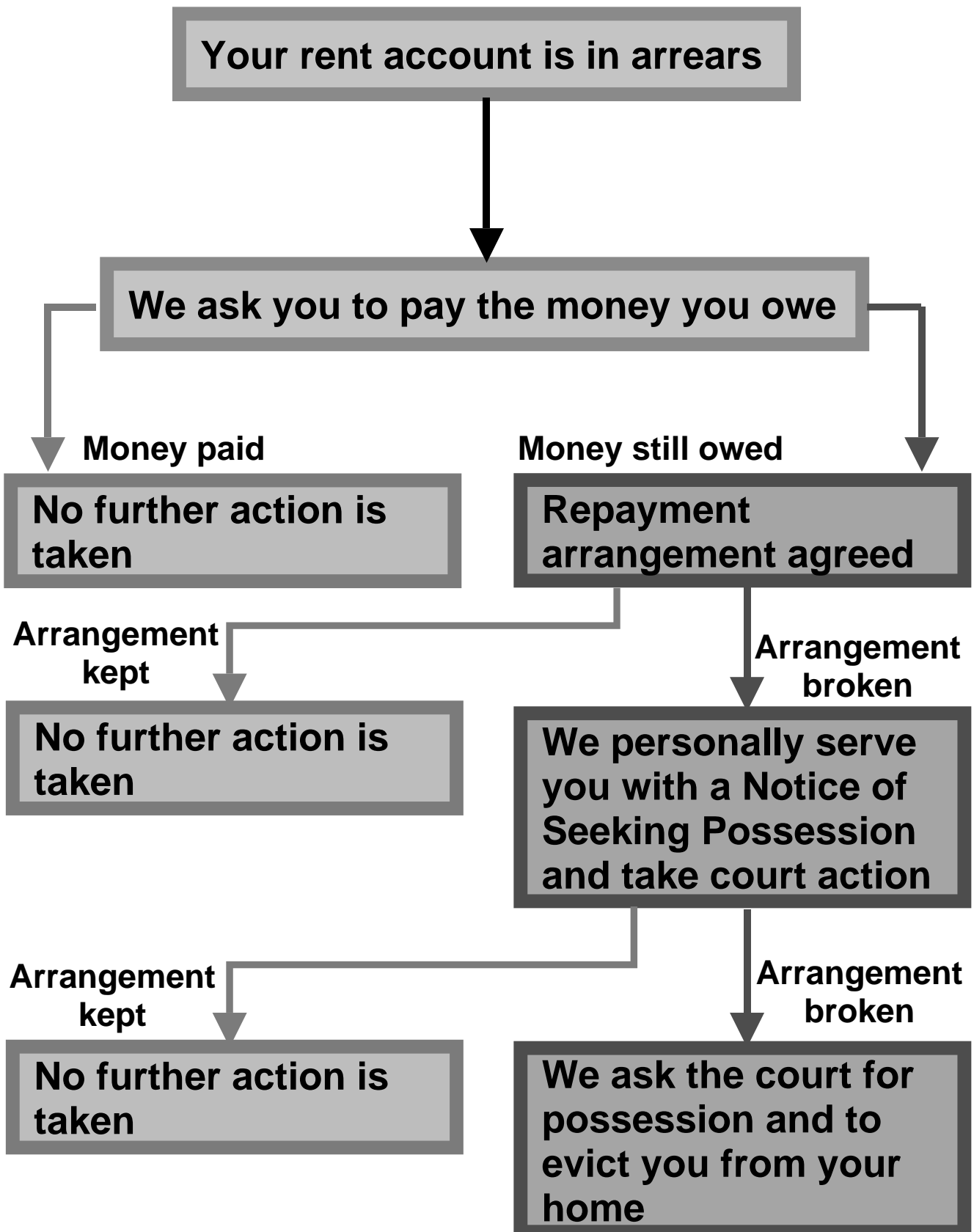
Are you having problems paying your rent?

Many people have difficulties because they have other money problems. You must contact your local housing office straight away if you are having problems paying your rent.

We will do our best to help you. We will:

- offer you a private interview at a local housing office or in your home ;
- check if you can claim Housing Benefit and help you fill in Housing Benefit claims forms;
- work with you to help you sort out your weekly budget;
- work out reasonable repayments to help you pay the money you owe;
- give you a copy our Money Matters debt guide;
- We can help you with multiple debt problems and put you in touch with specialist advice agencies we work closely with;
- Tell you about Leeds City Credit Union and how they can help;

This chart shows the process we will take if you owe us money for rent payments



Free and confidential debt advice

St Vincent's Helping Locally

St Vincent's Support Centre, Community Shop & Café,

Berking Avenue, York Road, Leeds LS9 9LF.

Monday to Friday 10:00 am to 4:00 pm.

Please telephone 0113 2484126 for an appointment.

St Vincent's have helped a number of our customers and these are some of the comments we have received about how they help;

- 'By talking to the creditors that I owe to help lower my outgoings'
- 'They describe everything in detail and step by step in a friendly way'
- 'St Vincent's contacted all the people I owe and arranged payments, for the first time in years we are becoming debt free, thank you'.
- 'By doing a budget of the money I have left each month and sending a financial statement out to all debt companies I'm now on top of everything'

If you are having any sort of money problems why not give them a ring or come to us and we can refer you!

Ebor Gardens Advice Centre

173 Haslewood Drive, Leeds LS9 7RE

Monday, Wednesday and Friday 9:30 am to 1:30 pm no appointment necessary Or you can phone 0113 2350276 and they can give advice over the phone or arrange a home visit if you are unable to get out and about.

Burley Lodge Advice Service

Little London Children's Centre 169a Meanwood Rd, LS7 1SR

Tuesdays 1.00 to 3.00 pm Drop-in, no appointment necessary or you can phone 0113 2753498.

Citizens Advice Bureau

Cross Gates:

Methodist Schoolroom, Austhorpe Road, Cross Gates, LS15 8QR

Telephone: 0870 120 2450

Drop-in advice times

Mon: 10.00 - 13.00

Fri: 10.00 - 13.00

Leeds City Centre

Westminster Buildings, 31 New York Street, LS2 7DT.

Telephone: 0870 120 2450

Drop-in advice times

Mon: 09.30 - 12.30

Tue: 09.30 - 12.30

Fri: 09.30 - 12.30

Telephone advice times

Mon: 10.00 - 13.00

Tue: 10.00 - 13.00

Wed: 10.00 - 13.00

Fri: 10.00 - 13.00

Chapelton CAB

Willow House, New Rosco Buildings, Cross Fancis Street, Leeds LS7 4BZ

Tel 0113 2629479 or 0113 2622281

Seacroft Hospital

The Newsam Centre, LEEDS

Telephone: 0870 120 2450

Drop-in advice times

Tue: 10.00 - 12.00

Telephone advice service

Telephone 0870 120 2450 Monday, Tuesday, Wednesday and Friday 10.00am to 1.00pm

Home visits advice service

If you are unable to get to the bureau, then they will come to you.

Please contact any of the bureau for further details. This service is for people who are housebound.

Leeds City Credit Union

- City Branch, 32 Kirkgate, Leeds, LS2 7DR
- Wetherby One Stop Centre, 24 Westgate, Wetherby LS22 6NL
- Halton Moor One Stop Centre, Neville Road, Leeds LS15 0DW
- Great George Street, City Centre One Stop Centre, 2 Great George Street, Leeds, LS2 8BA
- South Seacroft One Stop Centre, 90-95 Moresdale Lane, LS14 6GG
- Roundhay Road, 269 Roundhay Road, Harehills, LS8 4HS,

OTHER ORGANISATIONS OFFERING FREE CONFIDENTIAL DEBT ADVICE

National Debt Line

Tel 0808 808 4000

Consumer Credit Counselling Service (CCCS)

Tel 0800 138 1111

Office of Fair trading - “Help Yourself Out”

SSAFA Soldiers, Sailors and Airforce Association

Tel 0845 1300 975

This organisation has been known to come up with lump sums to clear debts of its former service people in financial difficulties. It is very worthwhile asking them if they could help you.

Age Concern

Home visiting services available, 188a Woodhouse Lane, LS2 9DX

Tel 0113 2458579

Loan Sharks

More and more people are facing debt problems. Some are being exploited by loan sharks.

Victims are not only charged astronomical rates of interest, they often suffer violence, intimidation and black mail, if they fall behind with their payments. If you or someone you know is a victim of a loan shark operating in Leeds contact the trading standards (in the strictest confidence) on freephone 0300 555222





Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds FREEPOST
RRJX-YRTK-TACE Leeds LS7 3YY

Thank you for your help

What do you think about this booklet overall?

Please tick whichever applies.

Good Average Poor

What part(s) of it should we improve?

Did you understand the information?

Yes No

If not, please say what you didn't understand

Do you think the layout is

Good Average Poor

How could we improve it?

Your name _____

Your address _____

Your phone no. _____

Email address _____



What happens if you can't pay your rent

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Leeds
CITY COUNCIL



INVESTOR IN PEOPLE