The Advice Shop Centre
249 High Street
0131 200 2360

Shelter Housing Aid
6 South Charlotte Street
0808 800 4444 (free phone)

Citizens Advice Bureau
Advice Line 0808 800 9060 (freephone)

23 Dalmeny Street (Leith)
0131 510 5510

31-33 Pennywell Road (Muirhouse)
0131 510 5510

58 Dundas Street (Central)
Appointment 0131 510 5510

8A-B Bath Street (Portobello)
Portobello
Appointment 0131 510 5510

In Court Advice Service
Edinburgh Sheriff Court
Chambers Street
0131 202 5114

Granton Information Centre
134 – 138 West Granton Road
0131 552 0458

City of Edinburgh Council Income and Benefits Division (postal address only), PO Box 12331, Edinburgh, EH7 9DN, 0131 608 1111

HAPPY TO TRANSLATE

Do you need information provided in a different language or format? We can arrange to have information translated into most languages - please contact the office for further information.

MANOR ESTATES
Associates Ltd

Are you in Rent Arrears?

Manor Estates Associates Limited
Suite 4, 5 New Mart Place,
Edinburgh, EH14 1RW
Tel No: 0131 510 8540



Paying Your Rent

It is a condition of your tenancy that you pay your rent – the only income we have is what is provided by rental income and we need this money to manage and maintain the houses that we own.

Payment of rent is due by Direct Debit on or before the 1st of every month.

If you are entitled to benefits it is still your responsibility to make sure that your rent is being paid. You should therefore:

¨ Make sure that the DWP has all the information it requires to process your claim
¨ Notify the DWP immediately if there are any changes in your circumstances that might affect your claim. This includes any changes to your household income.
¨ All changes to your Universal Credit claim should be noted on your online journal.

If you can't pay your rent?

We will work with you to try to reach a repayment agreement that you can afford to pay and is based on your income and expenditure.

It is essential that you do not ignore the problem!

Your Housing Officer is here to help you and will do everything possible to assist you to resolve any difficulties you are experiencing in paying your rent.

However, if you fail to respond to our attempts to contact you and the arrears balance on your account continues to increase, we will have to take further action against you. This will involve service of notices by Sheriff Officers – and could ultimately result in you losing your home.

We may also be able to refer you to other agencies who can more specialised advice.

If you are experiencing difficulties in paying your rent, it is essential that you contact your Housing Officer as soon as possible.

Don't delay – get in touch if you are struggling to pay your rent!

