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 (free phone)

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**

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

OSCR
Scottish Charity Regulator
www.oscr.org.uk
Registered Charity
SC023106

Do you need information provided in a different language or format?

HAPPY TO TRANSLATE

We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.

MANOR ESTATES
Housing Association



Rent Arrears

Paying Your Rent

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

If you are due to pay rent yourself, you can use any one of the following payment methods:

- Direct Debit
- Bank standing order
- Use your payment card at the Post Office or any Paypoint outlet
- Telephone payment using your debit/credit card
- Cheque to the office

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

- Make sure that the Council or DWP has all the information it requires to process your claim
- Notify the Council or 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 offer you advice on other benefits to which you may be entitled – or refer you to other agencies who may be able to offer 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!

