

DO'S AND DON'TS

- Don't ignore your arrears
- Don't ignore our letters
- Do contact us if you have any problems concerning your rent
- Please do what our letters ask of you

USEFUL NUMBERS

Kingdom Housing Association Customer Accounts Team
(0800) 328 1246

Citizens Advice and Rights Fife Money Advice Unit
(01592) 414999

Fife Council Housing Benefit Queries
(01592) 414141

Citizens Advice Rights Perth
(01738) 624301

Perth & Kinross Housing Benefit Queries
(01738) 476049

Citizens Advice Falkirk
(01324) 692070

Falkirk Council Housing Benefit Queries
(01324) 506900



RENT ADVICE
AND
INFORMATION LEAFLET

RENT ADVICE LINE

FREEPHONE 0800 328 1246

HOW AND WHERE DO I PAY MY RENT?

At any of our offices by

- Direct debit
- Swipe card
- Cash/Cheque

At any Post Office or pay point facility by

- Swipe card

On line at www.allpayments.net

By post

- Cheque

WHAT SHOULD I DO IF I FIND MYSELF IN ARREARS?

If you find yourself in arrears the first thing you should do is let us know. You can do this by telephoning our Customer Accounts Team on **(0800) 328 1246** and speaking to one of our staff who will be able to offer you advice and support.

WHAT WILL KINGDOM DO IF I AM IN ARREARS?

We will contact you when your rent account goes into arrears. Our objective is to help you make an affordable arrangement to pay off the arrears but we need your co-operation to do this.

Rather than wait for us to contact you, please get in touch with us. You should phone our Customer Accounts Team

(0800) 328 1246 and speak to one of our advisers.

HOUSING BENEFIT

If you are on a low income and/or you receive a State benefit you may be eligible for Housing Benefit. If you wish to know if you will be entitled to this benefit you should telephone your nearest Housing Benefit office. We have listed these numbers on the back page of this leaflet. You can also contact your local Citizens Advice and Rights Office.

Again, please let us know that you are enquiring about this benefit. If you have been given a tenancy and are thinking of applying for Housing Benefit or have applied for Housing Benefit please contact our Customer Accounts Team and let us know.

WHAT SHOULD I DO IF MY HOUSING BENEFIT IS DELAYED?

If this is the cause of your arrears, call our Customer Accounts Team **(0800) 328 1246** and let us know in order that we can assist you.

WHAT WILL HAPPEN IF I DO NOTHING ABOUT MY ARREARS?

If you repeatedly fail to respond to us you will leave us with no option but to take legal action against you to recover the amount due. You will also have to pay our

legal costs. Ultimately you could also lose your home. We will take this action to deprive you of your home only as a last resort and hope that you will work with us to pay off the arrears.

MONEY ADVICE

Citizens Advice Rights Fife is committed to providing free confidential impartial and non-judgemental advice and assistance to residents of Fife. If you find yourself in arrears or with multiple debt problems they may be able to help you. Listed below are some of the services that they offer.

- Maximise income
- Maximise expenditure
- Check tax codes
- Assist with benefit applications
- Check agreements
- Deal with creditors
- Complete 'Time to Pay' applications
- Assist with Court processes
- Assist with bankruptcy applications
- Provide advice about various options
- Make charity applications
- Assist with threatened evictions/repossessions
- Provide advice about insolvency issues
- Provide advice about debt management programmes
- Arrange for assistance from other relevant agencies where appropriate

Contact Number: (01592) 414999