



**Northwards Housing**  
North Manchester's Council Homes

[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)



rent & benefits

# Helping you to pay your share

*Dealing with rent arrears*

Available in large print, Braille and on tape

العربية 中文 فارسی Français हिन्दी كوردی Somali أُرُو Viêt - Nam

The Government says the less rent we receive, the less money we can spend on services for our tenants. So those tenants who don't pay their rent affect the lives of those who do. We think that's unfair, so this is what we do to make sure all tenants pay their share.

## Payment problems?

**We take firm, fast action against non-payers.**

That's why you must let us know NOW if you're having a problem with your payments.

### **“What shall I do?”**

Pick up the phone and let us know. You'll get a sympathetic response and all the help you need to pay off any arrears.

### **How we can help**

We'll help you work out a payment plan that you can stick to until the arrears are gone. We'll check what benefits are due, help you fill out any forms.

### **Supporting you**

When we've agreed a repayment plan you can cope with, we'll keep a careful watch to make sure that arrangements to pay are kept up. If you have any other debts, we may be able to help you with debt advice.

### **Friendly hand**

Call 0161 953 2662 now for a friendly hand to sort the rent out. If you don't pay your rent you could lose your home. We can work with you to prevent that happening.

## Paying the price

**Our first priority is to find an answer to any rent payment problems you have.**

We will always sort out a repayment plan that's realistic enough to stick to. So nobody who asks for help needs to lose their home. But there's a limit.

Losing your home is a terrible price to pay – especially when there's a helping hand available from our staff who see eviction as their last option. But in the end they will put the good payers first.

So don't let it get too far. Get in touch and let us help to sort things out.

**Leaving your home with rent arrears can prevent you getting a tenancy in the future.**

**Rent arrears can affect your credit status.**

# Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on tape:

**Call** 0161 953 2662 **E-mail:** info@northwardshousing.co.uk

**Fax:** 0161 953 2660 **Text phone:** 0161 953 2526

للحصول على هذه المعلومات بأي لغة أو بالبريل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

**Arabic**

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

**Chinese**

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

**Farsi**

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

**French**

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

**Hindi**

بۆ بەدەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریل، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفون بکە بۆ ئەم ژمارەیە خوارەو.

**Kurdish**

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

**Somali**

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

**Urdu**

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

**Vietnamese**

**0161 953 2662**