



rent & benefits

Helping you to pay your share

Dealing with rent arrears

Available in large print, Braille and on CD

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 720 4002 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 CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوقين وبالحر و ف الطباعة الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگرېت، تکايه په يوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هه ر وه ها به شينوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123