



East Cambridgeshire District Council

RENT ARREARS

Do you have rent arrear worries?

Large Print, CD
and other
formats are
available on
request

If you need this leaflet to be translated in your language, please contact us on: 01353 665555

Polish

Jeżeli potrzebują Państwo tę ulotkę w języku polskim, prosimy o kontakt pod numerem 01353 665555

Portuguese

Se você precisa este folheto a ser traduzida na sua língua, por favor entre em contato conosco 01353 665555

Romanian

Dacă aveți nevoie de acest prospect pentru a fi tradus în limba dumneavoastră, vă rugăm să ne contactați pe: 01353 665555

Lithuanian

Jei jums reikia šį lapelį išversti į savo kalbą, prašome susisiekti su mumis: 01353 665555

Russian

Если вам нужна эта брошюра для перевода на ваш язык, пожалуйста, свяжитесь с нами по: 01353 665555

Do you have rent arrear worries?

It is essential you protect YOUR TENANCY and you should deal with rent issues immediately

When you have money problems, you should contact your landlord very quickly. You can also contact Housing Options at East Cambridgeshire District Council, who deal with these issues and who will talk to your landlord on your behalf. Officers will be able to advise you of your rights, they can negotiate an affordable payment plan with your landlord in certain circumstances. They can also attend court with you if you have a possession hearing.

Most landlords are committed to helping tenants who are struggling.

If your landlord doesn't hear from you or doesn't know why you haven't made a payment, they are more likely to start legal action for repossession of your home.

What are the options for dealing with your rent arrears?

There are a number of ways we can help you go through this difficult situation.

- **Maximizing your income**

The Housing Options Officer will help by checking that you are claiming all of the welfare benefits that you are entitled to.

We can help you look at options to increase your income and reduce your expenditure.

- **Clearing your rent arrears by prioritizing your debts**

The Housing Options Officer will look at basic income and expenditure statement and use this to negotiate an affordable payment plan with your landlord.

- **Capitalising The Arrears**

You can ask your landlord to add your arrears to the rent. This will increase the monthly payment but will clear the arrears.

- **Downsizing Your Home**

It maybe an option to downsize your home to one with lower rent.

How to contact us

You can contact us in any of the following ways:

- *By visiting our office*
East Cambridgeshire District Council
The Grange Nutholt Lane
Ely
CB7 4EE

By visiting our Drop-in Surgery's:

Monday, Tuesday and Wednesday between 8:45 to 12:00
(other interviews are appointment only)
Tenancy Support Thursday and Friday 8.45 to 12.00

- *By phone*
01353 665555
- *By email*
Housingmail@eastcambs.gov.uk
- *By writing to us*
Housing Services
East Cambridgeshire District Council
The Grange Nutholt Lane
Ely
CB7 4EE

Community Hubs

Ely Hub

Ely Lighthouse Centre
13 Lynn Road
Ely
CB7 4EG
Phone: 01353 662228
Every Tuesday 10am to 1pm

Littleport Hub

The Village Hall
Victoria Street
Littleport
Ely
CB6 1LX
First Thursday of every month 10am to 1pm

In emergencies

If you need to contact us outside of office hours in an emergency, please call: 07710978900

Complaint

If you need to complain, please use our separate “complaints” leaflet. You can get a copy from our office.

Advice from other sources

Citizens Advice Bureau

70 Market Street

Ely

CB7 ALS

0344 245 1292

Shelter

88 Old Street

London

EC1V 9HU

Free housing advice helpline

0808 800 4444

The Money Advice Service

You can contact them from Monday to Friday from

8:00am to 8:00pm and Saturday from 9:00am to

1:00pm

Phone number: 0300 500 5000

National DebtLine

Tricorn House
51-53 Hagley Road
Edgbaston
Birmingham
B16 8JP
0808 808 4000 (freephone)
Monday to Friday
9:00am to 9:00pm
Saturday: 9:30am to 1:00pm

Housing Rights Service

4th Floor, Middleton Buildings
10-12 High Street
Belfast
BI 1 2BA
028 90245640

Step change Debt Charity

0800138111 (Free phone including all mobiles)
Monday to Friday
8:00am to 8:00pm
Saturday
8:00 am to 4:00pm

Credit Unions

Rainbow Saver Anglia
29 London Road South
NR33 ODS
01502 584854
mail@rainbowsaver.org.uk

Cambridge City Credit Union Ltd
82 Akeman Street
Cambridge
01223 861772
info@cambridgecreditunion.org.uk

Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London E14 9SR
08000234567 (Consumer helpline)
Free phone from a fixed Line phone but charges may
apply if you call from a mobile phone
02079641000
Email: complaint.info@financial-ombudsman.org.uk Switchboard



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East Cambridgeshire District Council

www.eastcambs.gov.uk

☎: 01353 665555