



Paying Your Rent & Dealing with Rent Arrears During the Coronavirus Outbreak

Following the outbreak of the Covid-19, Castlehill understands this may have had an impact on our tenants' ability to continue to pay their rent and keep paying arrangement for any existing rent arrears.

We would like to support our tenants during the difficult time and try to ensure any impact is minimal. We are here to help, so please do not hesitate to get in touch with your Housing Officer.

The **Scottish Government** released this statement and summary of what is being put in place:

- those affected by coronavirus will be able to apply for Universal Credit and can receive up to a month's advance up front without physically attending a job centre
- the 7 waiting days for ESA for new claimants will not apply if they are suffering from coronavirus or are required to stay at home – so it will be payable from day one
- For people who need to make a new claim for financial support
- We understand people who are required to stay at home or are infected by coronavirus may need financial support, and quickly
- those affected by coronavirus will be able to apply for Universal Credit and can receive up to a month's advance up front without physically attending a job centre
- the 7 waiting days for ESA for new claimants will not apply if they are suffering from coronavirus or are required to stay at home – so it will be payable from day one

you can find more information on the government website:

<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>

Castlehill wants to provide help and support during this time to help prevent tenants falling into arrears or having any increase in outstanding balances. We will be taking a common-sense approach and reassuring tenants that we are here to help during this challenging period.

If there has been no change in your circumstances, are currently in receipt of Universal Credit and you pay your rent with the housing costs element of your universal credit you should not have to take any action apart from checking your 'To Do' list in your online journal regularly your work coach posts any requests.

The link below gives advice to those who, as a result of the coronavirus have lost their job or are having to take time off. It details what benefits you can apply for:

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

You can call the Universal Credit helpline to get help making your claim online or if you need help applying for an advance payment.

- Telephone: 0800 328 5644
- Textphone: 0800 328 1344

Castlehill's Housing Services staff are currently working from home but can be contacted by calling 01224 625822 or emailing info@castlehillha.co.uk Our staff are continually reviewing the help and support information being issued by the Government and Department of Work and Pension so please do not hesitate to contact us so we can provide with help.