

**The Advice Shop Centre**  
249 High Street  
0131 200 2360

**Shelter Housing Aid**  
6 South Charlotte Street  
0808 800 4444 (free phone)

**Citizens Advice Bureau**  
Advice Line 0808 800 9060 (free phone)

23 Dalmeny Street (Leith)  
0131 554 8144

31-33 Pennywell Road (Muirhouse)  
0131 202 1153

58 Dundas Street (Central)  
Appointment 0131 558 3681

Fountainbridge Library (Gorgie/Dalry)  
137 Dundee Street  
Appointment 0131 474 8081

**In Court Advice Service**  
Edinburgh Sheriff Court  
Chambers Street  
0131 202 5114

**Granton Information Centre**  
134 – 138 West Granton Road  
0131 552 0458

**City of Edinburgh Council Income  
and Benefits Division** (postal  
address only)  
PO Box 12331  
Edinburgh  
EH7 9DN  
0131 469 5000



# Rent Arrears

Do you need information provided in a different language or format?



We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.

## Paying Your Rent

It is a condition of your tenancy that you pay your rent – the only income Manor Estates has is that provided by rental income and we need this money to manage and maintain the houses that we own.

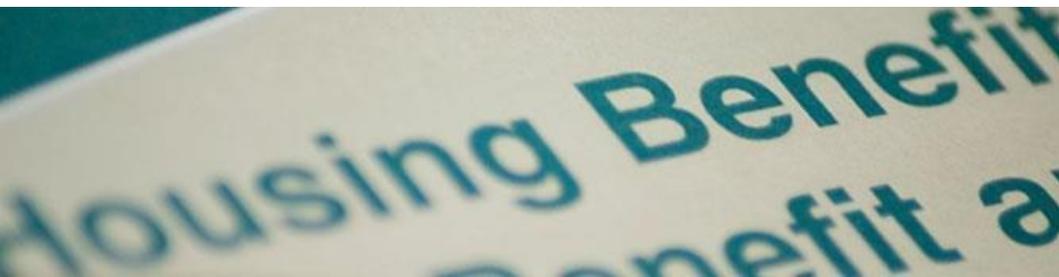
If you are due to pay rent yourself, you can use any one of the following payment methods:

- ◆ Direct Debit
- ◆ Bank standing order
- ◆ Use your payment card at the Post Office or any Payzone outlet
- ◆ By cheque to the office



If you are entitled to housing benefit it is still your responsibility to make sure that your rent is being paid. You should therefore:

- ◆ Make sure that the Council has all the information it requires to process your claim
- ◆ Notify the Council immediately if there are any changes in your circumstances that might affect your claim. This includes any changes to your household income.



## If you can't pay your rent?

We will work with you to try to reach a repayment agreement that you can afford to pay and is based on your income and expenditure.

**It is essential that you do not ignore the problem!**

Your Housing Officer is here to help you and will do everything possible to assist you to resolve any difficulties you are experiencing in paying your rent.

However, if you fail to respond to our attempts to contact you and the arrears balance on your account continues to increase, we will have to take further action against you. This will involve service of notices by Sheriff Officers – and could ultimately result in you losing your home.

We may also be able to offer you advice on other benefits to which you may be entitled – or refer you to other agencies who may be able to offer more specialised advice.

If you are experiencing difficulties in paying your rent, it is essential that you contact your Housing Officer as soon as possible.

**PLEASE CONTACT YOUR  
HOUSING OFFICER TODAY  
TEL. 0131 337 3222**

