

**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 510 5510**

31-33 Pennywell Road (Muirhouse)  
**0131 510 5510**

58 Dundas Street (Central)  
**Appointment 0131 510 5510**

Fountainbridge Library (Gorgie/Dalry)  
137 Dundee Street  
**Appointment 0131 510 5510**

**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 608 1111**

**Manor Estates Housing Association**  
11 Washington Lane, Edinburgh, EH11 2HA  
Tel No: 0800 093 8823



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.



# Rent Arrears

## 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
- ◆ Telephone payment using your debit/credit card
- ◆ Cheque to the office



If you are entitled to Housing Benefit or Universal Credit it is still your responsibility to make sure that your rent is being paid. You should therefore:

- ◆ Make sure that the Council or DWP has all the information it requires to process your claim
- ◆ Notify the Council or DWP immediately if there are any changes in your circumstances that might affect your claim. This includes any changes to your household income.
- ◆ All changes to your Universal Credit claim should be noted on your online journal

## 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 Neighbourhood 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 Neighbourhood Housing Officer as soon as possible.

**PLEASE CONTACT YOUR  
NEIGHBOURHOOD HOUSING  
OFFICER TODAY**

