

Rent Payment Update

We understand how concerned people are about the impact of the COVID-19 pandemic – particularly those who face losing their job. These are very challenging times for us all.

If you are worried about paying your rent as a result of the current situation then it is important to contact us as soon as possible. **Please call us on 0141 435 6529 or 0141 435 6532 or e mail margo.macpherson@dpha.org.uk or kimberley.tennant@dpha.org.uk**

We will always try to work with you to resolve arrears and can provide support, advice and assistance to help you make a welfare claim where appropriate.

Over the next few weeks we will contact you direct to check if there is any assistance we can offer. In the meantime, we would urge tenants who face financial difficulties because of the current crisis to get in touch with us as soon as possible.

If you currently receive Universal Credit

We would ask that on the 28 March you update your journal with your new rent and services charges. If you have any difficulty with this please get in touch using the telephone numbers above. We will be sending you a reminder text on the 28 March and 30 March to update your journal as well.

If you have been “Furloughed” by your employer

It's up to employers to decide and define who is furloughed. It could be because you've no work to do (e.g. you work in a closed bar, café or shop), or as you must be at home to look after children or you're self-isolating.

The key thing to understand is the state is looking to support people. It's looking to embrace people who need it, not loophole them out. See Martin Lewis' [employee furlough info, including a 5min video briefing](#).

If you have lost your job recently

Think about applying for universal credit. There have been changes to the benefit recently.

Universal credit is a benefit available to many who are employed, self-employed, unemployed or on low incomes (but usually not pensioners), provided you've less than £16,000 savings in your household.

We know many are scared of sanctions and are worried about universal credit, but the strong message from the DWP now is don't be scared, they want to provide support this way. For more help, read Martin Lewis' our [coronavirus universal credit explained](#) info and their [10-min benefit check](#).

We know that over 450,000 new Universal Credit applications have been made since the start of this crisis and DWP are adapting the way they work to deal with this new uptake. The important thing to do is make the application!

Please remember to keep your Housing Officer updated if your circumstances change and you are having problems paying your rent. We are here to help.