

Can't pay the rent?

- Financial advice
- Benefit support
- Help to manage arrears



Call Solon
0117 924 4071

If you are struggling to pay your rent or getting behind with payments, please contact Solon immediately. It is much easier to help if you get in touch before you owe a large amount.

Worried about payments? Solon can help

Once we know that you are having difficulty paying your rent, we can usually help. For example, we can:

- Check that you are receiving all the **benefits** you are entitled to
- Help work out the **best way** for you to pay your rent and repay any arrears
- Make an affordable **payment plan** with you
- Put you in touch with organisations that specialise in **debt advice**

Choose the best way to pay

There are many ways to pay your rent. Your Housing Officer can help set up a payment method that is right for you. Solon accepts payment by **standing order**, through the **Allpay** card, by **cheque** and by **cash**. We can also arrange payments direct through **housing benefit** for residents who qualify.

Solon offers support to any resident who has financial problems. Your Housing Officer can give advice and practical help.

If you need a large print version of this leaflet please ring 0117 916 7768



What to do first

Get in touch with Solon and explain your position. Simply call your **Housing Officer** on **0117 924 4071** and they can advise you what to do next.

Do you get housing benefit?

You may qualify for **help towards your rent** through housing benefit paid by your local council. This is available if you are not working or you are on low income.

Help to apply for benefit

Your Housing Officer can help you to complete a housing benefit application form. They can check all the documents you must supply. This should help to speed up your claim. Your Housing Officer will also be able to estimate how much benefit you may be entitled to receive.

Tell us if things change

If you receive benefits and there is any change in your financial or personal circumstances, please let the council or Solon know. This may affect the amount of housing benefit you receive.

Solon policy on rent arrears

The Solon policy on arrears is available by post and via the website. Contact Solon on **0117 924 4071** to ask for a copy or visit: www.solonswha.co.uk

Your rent is your responsibility

As a Solon resident, your rent is your responsibility. This applies whether you make payments yourself or get the money paid through housing benefit sent directly to Solon.

What residents can expect

In all matters related to your rent and your personal circumstances Solon will:

- Respect your confidentiality
- Treat your case firmly but fairly
- Treat your case individually and work out the best way to help you

Legal action by Solon

In some circumstances Solon will take legal action against a resident. We do this if:

- You do not contact us after we have asked you to
- You do not keep to an agreement set up to enable you to make regular payments
- You often pay your rent late

Paying for your home

It is important that Solon collects the rent and service charges that are due. We use this money to cover the costs of maintaining and managing your property and to carry out repairs and improvements.

Translations

If English is not your first language
and you need a translation,
we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha tuaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને આપોતરફની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

चदि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं।

KURDISH

Heko Ingilîzî zimanê we ye yekem nîne û pêwîstîya we bi wergêr heya, em dikarin yekî jî we re bibînin.

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਠਾਣੀ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriiska aasru ahayn afkaga kowaad ee aad u baahan tahay furjumood, aasgaa kas samayn kama.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے ترجمہ کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.



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business for neighbourhoods

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