



Advice for tenants facing rent or financial challenges during the Coronavirus crisis

If you are worried about paying your rent

We know that many tenants may be struggling financially because of the current Coronavirus (COVID-19) and may be worrying about how to make ends meet. We are here to help. If you need any help or advice with your rent account or you are worried about a change in your circumstances due to loss of earnings, please contact us. We can also help with income maximisation and tenancy sustainment issues.

Please continue to pay rent if your circumstances have not changed. If you are having problems, get in touch soon as possible and stay in touch with us. Please phone 0300 123 4566.

Other sources of support and help

If you are concerned about paying your rent due to loss of earning because of illness or self-isolation you can get advice on the DWP website at www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses.

If you have no income due the impact of Coronavirus and you do not already claim benefits, you may be eligible to apply for Universal Credit to help you pay your rent. You can find out more about Universal Credit and eligibility at www.understandinguniversalcredit.gov.uk/coronavirus/

If you need to claim Universal Credit, apply on line at www.gov.uk/universal-credit/how-to-claim or phone 0800 328 6455.

To claim Statutory Sick Pay (SSP) you must inform your employer. If you need to provide evidence to your employer that you need to stay at home due to coronavirus, **do not go to your doctor**. You can get an isolation note online from NHS 111 at www.111.nhs.uk/isolation-note.

If you are worried about the short-term impact of the Coronavirus on your employment, then you can contact Skills Development Scotland's PACE helpline on 0800 917 8000 or view their website at www.ourskillsforce.co.uk.

More advice can also be found on the Money Advice Service website at www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you

Court action and eviction

Arrears recovery actions currently at Court will be either Continued or Sisted (stopped temporarily) by the Sheriff for the time being. Our Area Housing Officers and Housing Support staff will continue to work with tenants offering advice and support on financial circumstances and agreeing affordable repayment plans.

The Scottish Government has announced emergency legislation to suspend new evictions from social or private rented accommodation during the Coronavirus crisis.

Energy supply issues

If you are self-isolating or recovering from Coronavirus (COVID-19), this will mean you may not be able to leave your home. This can be a problem if you have a pre-payment meter, which requires you to go to the shop to top-up. Different energy suppliers will have their own ways of dealing with this. If you or anyone in your home has any underlying health conditions, you should also contact your energy supplier to let them know. They will add you to the Priority Service Register, which will give you extra support should you need it. If you are self-isolating, you should contact your energy company as soon as you become aware of an issue to do with your prepay meter, as some of the solutions can take a few days.

Other advice on energy related issues can also be found at www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energysupply.

How to contact us

Phone: 0300 123 4566

Email: housing@moray.gov.uk