

Having difficulty paying your rent?

If you are having difficulty paying your rent it is important that you do not ignore the problem or you may end up losing your home.

You should contact our income recovery team as soon as possible to let us know, as there are things that we may be able to do to help such as:

- negotiate an agreement to repay your arrears in instalments
- give you advice on Housing Benefit
- give you advice on other benefits that you may be entitled to
- give you advice on how to manage your debts and budgeting
- direct you to independent advice agencies.

Our leaflet explaining how PHA deal with rent arrears is currently being updated to reflect the new group policies. As soon as it is available it will be made available on-line and in office reception.

How to contact the Income Recovery Team

Welfare Benefits Adviser

01736 334932

Income and Money Management Adviser

01736 334931

income.recovery@dchgroup.com

Income Recovery Team

Penwith Housing Association

67 Morrab Road

Penzance

Cornwall

TR18 2QJ

Tel: 0300 3038030 Fax: 01736 331647

We are open from Monday to Friday between 9.00am and 5.00pm.