



General Advice to Tenants – 2  
17 April 2020

### **1. Office opening hours and emergency contact**

Due to the Coronavirus we are operating with a skeleton staff in the office, which will now be open from 10am until 2pm Monday to Friday. There will only be one member of staff in at any time, so please be patient if your call is not answered quickly. From 2pm until 6.30pm in the evening emergencies can be reported to our Housing Officer on 07768 168397. After 6.30pm, for emergency repairs only, please phone our out of hours emergency repair service on 0300 500 6262.

### **2. Payment of rent**

Tenants can now also pay rent using our automated payment system by calling 033. An email will be sent out next week, but speak to Helen Kenyon to find out more.

If you are worried about your ability to pay your rent or have a change in circumstances, then please contact your Housing Officer.

### **3. Access to benefits**

These websites have lots of other videos that might be useful for information about accessing benefits.

Shelter- [Discretionary Housing Payment, a way to help pay your rent](#) (DHP)

Citizens Advice- [Personal Independence Payment \(PIP\)](#)

Universal Credit in Action - [Overview of Universal Credit](#)

Turn2Us - [Benefits and Coronavirus](#)