

## Payment Difficulties?

**Aberdeen City Council is committed to collecting all outstanding Rent, Former Tenancy Rent Arrears and Legal Expenses.**

**All payments for Rent should be made in advance.**

**The Council's approach is to ensure that everyone is treated as an individual. Those who can't pay and have debt are offered assistance. Those who can pay and have debt are pursued with reasoned determination. Maximising collection helps maintain housing quality & services for all.**

The Council will use all methods available to recover sums due. This could involve:

- Court proceedings for Rent Arrears and Former Tenancy Arrears. This can result in your tenancy being repossessed
- The use of Sheriff Officers to recover sums due
- Direct Deductions from certain DWP or Pension Service benefits
- Sequestration proceedings - this may result in you being declared bankrupt and seriously affect your ability to obtain credit.

How do I get in touch to check if I am receiving the correct reductions or assistance?

**Several different reductions are available. These include:**

### **For Rent**

Housing Benefit or Discretionary Housing Payment

To find out if you qualify please do not hesitate to call at one of our offices listed in this leaflet or email [benefits@aberdeencity.gov.uk](mailto:benefits@aberdeencity.gov.uk)

### **For Council Tax**

Council Tax Benefit, Discretionary Housing Payment, Discount, Exemption and Disability Banding Reduction

To find out if you qualify please do not hesitate to call at one of our offices listed in this leaflet or email [counciltax@aberdeencity.gov.uk](mailto:counciltax@aberdeencity.gov.uk)

### Or if I am in arrears

Should you have any worries or concerns with any Rent Arrears, you are encouraged to contact your local Rent Management Office listed in this leaflet for Rent Arrears, Former Tenancy Arrears and Legal Expenses enquiries.

You will be dealt with in the strictest confidence, and in a friendly helpful manner. Where possible a mutually acceptable payment agreement to repay any balance will be discussed and arranged.

There are a number of other agencies which can also help you. Their contact details are listed overleaf. They will listen to your difficulties and if necessary liaise directly with the Council on your behalf to attempt to reach a solution.

There is no charge for providing this service. The Council is happy to deal with these agencies.

Staff at any one of the following Council offices will endeavour to help with any problem you may have:

#### **Rent - North**

Mastrick Access Point, Spey Road, Aberdeen, AB16 6SH Tel 01224 788515/788519

#### **Rent - South**

Business Hub 1, Marischal College, Broad Street, Aberdeen AB10 1AB Tel 01224 522363/522397

#### **Rent - Central**

Tillydrone Office, Formartine Road, Aberdeen AB24 2RW Tel 01224 489503/489508

Woodside Fountain Centre, Marquis Road, Aberdeen AB Tel 01224 524940/524939

### Other sources of help, advice, representation or support

Citizens Advice Bureau, 41 Union Street, Aberdeen Tel 01224 569750/586255

Social Work - Duty Team, Marischal College CSC, Broad Street, Aberdeen Tel 01224 523605

Debt Counselling, Business Hub 1, Marischal College, Broad Street, Aberdeen Tel 01224 523742

Shelter, Upper Kirkgate, Aberdeen Tel 01224 522851

*We provide information for the blind or partially sighted via tape, braille or large print*