

COVID-19

Advice for dealing with financial difficulties

Frequently asked questions

1. My income has reduced / I have been made unemployed, what benefits can I claim?

Most working age people should claim the following benefits.

Benefit Type	What is the benefit for?	How to make a claim	
		Telephone	E-mail
New Style Jobseekers Allowance	help to pay your living costs, depending on NI contributions	0800 055 6688	www.gov.uk/guidance/new-style-jobseekers-allowance
Universal Credit	help to pay your living and housing costs	0800 328 5644	www.gov.uk/how-to-claim-universal-credit
Council Tax Support	help to pay your council tax bill	varies, refer to your council bill	www.gov.uk/find-local-council

2. What information do I need to make a claim for Universal Credit?

Refer to www.gov.uk/universal-credit/how-to-claim for the information you need to gather before you start making your online Universal Credit claim.

3. I need help to make a claim for benefits.

If you have financial worries or have benefit concerns, call our benefits and money advice line or your Income Account Manager to find out how we can help. Our advice line is open on Tuesdays and Wednesdays between **9.30am and 11:00am**.

If needed we can arrange a longer follow-up appointment with our Financial Inclusion team who have near 30 years' experience of delivering benefits and money advice and are best placed to help.

Call us on **020 8354 5500**.

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Paying your rent

Frequently asked questions

4. The government has announced that no one will be evicted until at least 21 February 2021, does this mean that I don't have to pay my rent until then?

There is **no freeze on rent payments**, your rent will still be charged as usual, so you need to ensure that your rent is paid on time. The government's guidance can be found at

www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities/coronavirus-covid-19-guidance-for-landlords-and-tenants

5. If I can't pay my rent what should I do?

If you can't pay your rent you should contact your Income Account Manager **immediately** who will go through your situation with you and advise you on what you need to do, including referring you to our Financial Inclusion team.

In addition, we advise you to seek independent, impartial and free debt advice from:

- your local Citizen's Advice - www.citizensadvice.org.uk;
- step change - www.stepchange.org;
- National Debtline - www.nationaldebtline.org; or

6. I usually pay my rent at the post office but I can't leave my home because I am self-isolating. What should I do?

We have a number of ways that you can pay your rent, these are:

- **By allpay** - call **0330 041 6497**, 24 hours a day, 7 days a week. You will need your allpay reference number and your debit/credit card to hand.
- **Using My Octavia**, our mobile app. You will need your allpay reference number and your debit/credit card to hand.
- **Calling our Contact Team** - call **020 8354 5500**, you will need your debit/credit card to hand.
- **By bank transfer** - you can set this up at your bank or online with the following details:
 - Sort Code: **40-06.09**
 - Account Number: **00724556**
 - Bank Address: **HSBC, 90 Baker Street, London, W1U 6AX**