

### Q: What if I have difficulty paying my rent?

**A:** It is really important to let us know as early as possible if you are having any difficulty in paying your rent. This leaflet explains some of the ways you can get help. If you have any questions please call us on **Freephone 0800 111 42 42**.

### Q: Can I claim Housing Benefit?

**A:** If you need help paying your rent, you may be entitled to Housing Benefit which is available to help people who are on benefits or have low incomes. Housing Benefit is paid by Torfaen Council. You can get more information from the Council by calling **01495 762200**.

Sometimes, rent arrears arise because of problems with claiming and processing Housing Benefit and other entitlements. If your Housing Benefit hasn't been paid, please call Torfaen Council on **01495 762200** to find out what's happening. There could be a backlog, or the Council might need more information to deal with your claim.

Please tell us what's going on and keep a copy of any letters you send or receive.

### Q: What if I have rent arrears?

**A:** We realise that people sometimes have financial difficulties. If you are struggling to pay your rent, please let us know so we can help you. If you need advice, please call our Income Recovery Team on **Freephone 0800 111 42 42**.

## Independent advice

You can also get free independent advice about rent difficulties from several organisations, including the following:

**[www.sheltercymru.org.uk/shelter/home/](http://www.sheltercymru.org.uk/shelter/home/)**

**Shelter** are available at Torfaen County Borough Council Customer Care Centres at the following times:

### **Cwmbran**

Tuesdays 12pm to 2.45pm

Thursdays 9.30am to 12.30pm

### **Pontypool**

Mondays 12pm to 2.45 pm

Thursdays 1.30pm to 4.30pm

**The Citizens' Advice Bureau** can help with all your financial problems.

### **Pontypool CAB**

George Street, Pontypool

01495 759814 / 757421

### **Cwmbran CAB**

Caradoc Road, Cwmbran

01633 876121 / 482464

### **Torfaen People's Centre**

Hanbury Road

Pontypool

01495 764835 / 0808 808 4000