

Money Worries

What's the best way to pay my rent?

There are a number of ways you can pay your rent:

- **Post Office**
We can give you a payment card which will be accepted at any Post Office in Northern Ireland.
- **Paypoint/Payzone**
You can use your swipe card to pay at many shopping outlets in Northern Ireland. You may find this more convenient as they have long opening hours.
- **Standing Order/Direct Debit**
This is the easiest way to pay, no trips to the Post Office, no charge and you can choose the date on which it comes out of your account.
- **Online at www.nihe.gov.uk/billpay-2**
You can pay anytime using our free online service that is safe and convenient.
- **Over the telephone 03448 920 900**
You can pay your rent and rates over the telephone by debit or credit card.
- **At your local area accounts office**
You can pay with your payment swipe card at your local area accounts office.

Useful Contacts

Housing Executive
03448 920 900
(028) 9024 0588
www.nihe.gov.uk

**Consumer Credit
Counselling Service**
0800 138 1111
www.cccs.co.uk
contactus@cccs.co.uk

Housing Rights
(028) 9024 5640
www.housingrights.org.uk

Omagh Independent Advice Services
(028) 8224 3252

Citizens Advice Bureau
(028) 9023 1120
www.citizensadvice.co.uk
info@citizensadvice.co.uk

NI Advice
(028) 9064 5919
www.adviceni.net
info@adviceni.net

For more information about our service contact your local District Office or Area Accounts office.

This leaflet is available in alternative formats, please contact your local District Office.

**Housing
Executive**

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Behind with your rent?



**Housing
Executive**

What do I do if I am behind with my rent?

Don't ignore the problem! Contact your District Office or Area Accounts Office immediately.

Can the Housing Executive help me?

We are here to help and our trained staff will do all that they can by offering you free and confidential advice and assistance.

You can bring a friend or family member with you to any meeting and if required we will visit you at your home.



What help can I get if I am behind with my rent?

There are a number of ways the Housing Executive can help:

- Agree a plan to pay your back rent in instalments.
- Advise you on other benefits you may be entitled to such as Housing Benefit, Tax Credits and Social Security Benefits.

- Arrange for your payments to be taken from certain benefits, or from your salary, at no cost to you.
- If appropriate, refer you to the Citizens Advice Bureau or another advice agency for specialist money advice.

If you need this leaflet in a different format contact your local Housing Executive office.

What help will an advice agency give me?

The Citizens Advice Bureau gives specialist advice to anyone struggling to keep up with credit commitments. Their advice covers a number of areas:

- Budgeting your income and expenditure.
- Negotiating the overall amount you have to repay on credit agreements.
- Applying for benefits you might not be aware you are entitled to.
- Making arrangements, on your behalf, to reduce your rent arrears and avoid the risk of losing your home.

The Citizens Advice Bureau provides an overall money advice service. It is a totally free and confidential.