

Alternative Formats

If you, or someone you know, require this information in an alternative format or language please phone The Income Team on 01827 709514, or email IncomeTeam@tamworth.gov.uk. Alternative formats are: Large print, Braille, audio tape, PC disc format.

Cantonese

如果您覺得用自已的語言和我們交談比較容易，請找一個會說英語的朋友或親屬與我們，請電話：0800 183 0454。我們可以安排一個翻譯人員與您聯繫，討論您所需的翻譯事宜。

Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાધે. અમે એક ઇન્ટરપ્રિટરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે ચર્ચા કરી શકાય.

Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿੱਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਬਾਰੀਏ ਦੀ ਵਿਵਸਥਾ ਕਰ ਸਕਾਂਗੇ ਜੋ ਤੁਹਾਡੇ ਲੜੀਂਦੇ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو انگلش بولنے والے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کا بندوبست کر سکتے ہیں جو آپکی ترجمے کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔

Not paying your rent can lead to losing your home

If you need help or advice about paying your rent contact the Income Team
Telephone:
01827 709514





Ensure that your rent payments are made on time. Every Monday you are charged rent and to avoid any arrears, payment must be a priority. If you pay your rent fortnightly or monthly then payments must be made in advance.

Choose the most convenient way to pay your rent

Direct Debit

This is by far the simplest and safest way to pay your rent. To set up a direct debit contact the Income Team at Marmion House telephone 01827 709514.

Over the telephone

Payment can be made by debit or credit card by calling either the automated service credit line on 0845 2307 709 or the Income team 01827 709514.

Post Office

You can pay at your local post office with your payment card.

Via the internet

Payments can be made by debit or credit card via the internet from the Tamworth Borough Council website at www.tamworth.gov.uk and clicking on 'pay it online.'

Payment outlets throughout Tamworth

There are many local newsagents, supermarkets and convenience stores displaying the 'Pay Point' sign where you can pay your rent using your payment card. You will not be charged for using this service.

Standing Order

Contact the Income Team on 01827 709514 if you wish to set up a standing order from your bank account.

By post

Send your cheque or postal order to **Tamworth Borough Council, Housing Services - Income team, Marmion House, Lichfield St, Tamworth B79 7BZ** include your name address and tenancy reference. Please do not send cash.



Maximise your Income

Whether you are working or not make sure you claim all your welfare benefits and tax credits. If you are unsure if you are entitled to Housing Benefit contact the Benefit Team at Marmion House - 01827 709540. For advice on Tax credit call the Tax credit helpline on 0845 300 3900.



Ask for help at an early stage and don't ignore the letters we send to you

If you are facing difficulties paying your rent it is extremely important that you seek advice and assistance from us as early as possible by contacting the Income Team. We can support you by making realistic and affordable repayment agreements to your personal circumstances.



Free advice or support can be obtained from our Financial Inclusion Officer. Telephone 01827 709436.

The Financial inclusion officer can help you with:

- Rent arrears (including assistance where possible with Council Tax and Benefit overpayments).
- Fuel Poverty, assisting where possible to obtain the best possible rates and fuel supplies.
- Benefits such as Incapacity, Disability, Pension benefits and form filling.
- Debt advice, planning for debts and putting you in control of your finances.
- Banking, for advice and assistance in obtaining a basic bank account or a savings account.

To book an appointment or for more information telephone 01827 709436 or email: IncomeTeam@tamworth.gov.uk. A trained adviser can help you get your finances in order, check if there is any extra income or benefits you can claim, explain which debts must be paid first, work out a plan for dealing with you debts, budget for the future, fill in forms and get back in control of your money and your life.

Other useful contacts

Citizens Advice Bureau: Telephone: 01827 305950 www.citizensadvice.org.uk

Christians Against Poverty: Telephone: 01827 260019 www.capuk.org.uk

National Debtline: Telephone: 0808 808 4000 www.nationaldebtline.co.uk

Consumer Credit Counselling Service: Telephone: 01827 305950 www.ccs.co.uk

