



Ways we can help

Problems paying your rent?

If you are struggling to pay your rent, please let us know and we will do everything we can to help you:

- If you are a council tenant, email **HomesandCommunities@Islington.gov.uk** or call **020 7527 5300**.
- If you are a Partners' tenant, email **enquiries@partnersislington.net** or call **0800 587 3595**.

Council Tax Support

If you receive Council Tax Support we will automatically reduce your bill for 2020/21 by up to £150.

If you are not in receipt of Council Tax Support we have made additional funds available to help residents who run into financial hardship.

Call the We Are Islington helpline on **020 7527 8222** or email **weareislington@islington.gov.uk**

Resident Support Scheme

If you are facing extreme hardship and finding it difficult to meet your rent payments you may be entitled to a grant through our Residents Support Scheme.

To apply, email **ResidentSupportTeam@islington.gov.uk** with your contact information and details about your situation or visit **www.islington.gov.uk/resident-support-scheme**.



Are you eligible for Universal Credit?

If you are of working age and on a low income or out of work, you might be eligible for Universal Credit. Sign-up as soon as you can so you can start receiving support.

To apply, visit **www.gov.uk/apply-universal-credit** or call **0800 328 5644**.

If you are already receiving Universal Credit, please remember to update your rent and service charge on your Universal Credit journal, from 6 April.



Could you pay by telephone or Direct Debit?

If you currently pay your rent at a shop or Post Office, you can either pay by telephone or set up a Direct Debit or standing order.

To pay over the phone, please have your rent number to hand and call **020 7527 8000**.

To pay by Direct Debit or standing order, visit **www.islington.gov.uk/paying-your-rent**

If you would like this document in large print or Braille, audiotape or in another language, please telephone 020 7527 2000.