

Missing protections

Supporting tenants and council taxpayers
during covid-19



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6 million people are behind on bills because of the pandemic



3.4 million on their mobile phone or broadband bills



3 million on their water bills



2.8 million on their energy bills

2.8 million on their council tax



1.2 million on their rent



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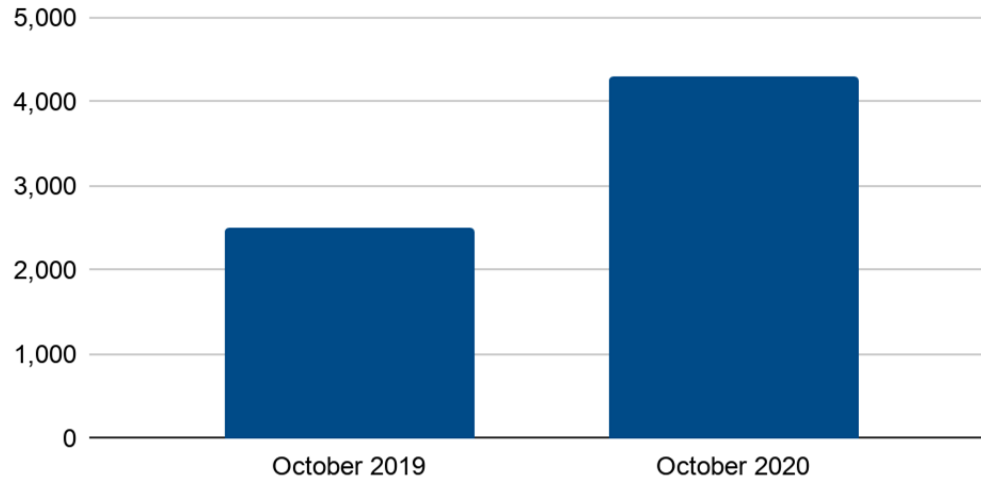
1.2 million on their rent



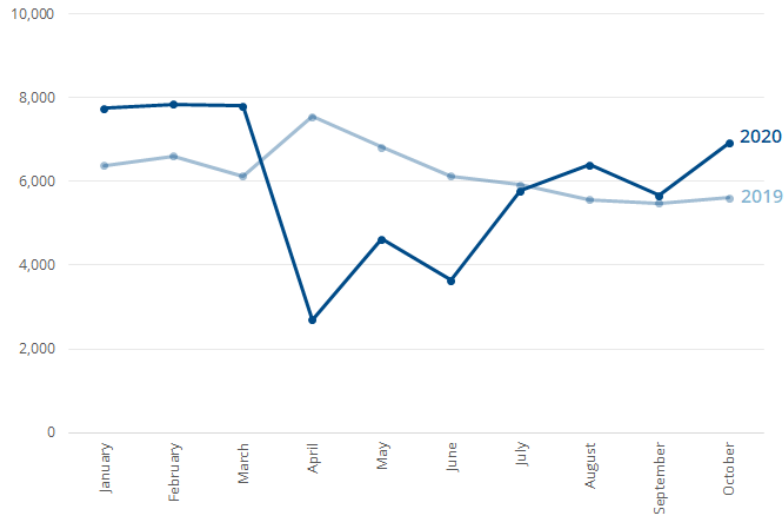
We're helping someone with a private rented sector issue every 2 minutes



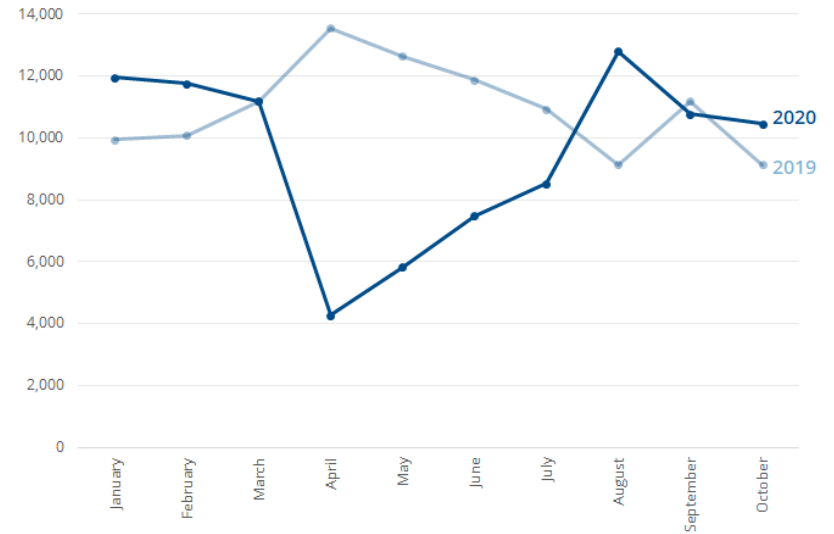
Views of our advice page 'dealing with rent arrears' are up 72% on last year



Views of advice page 'If you get a section 8 notice'



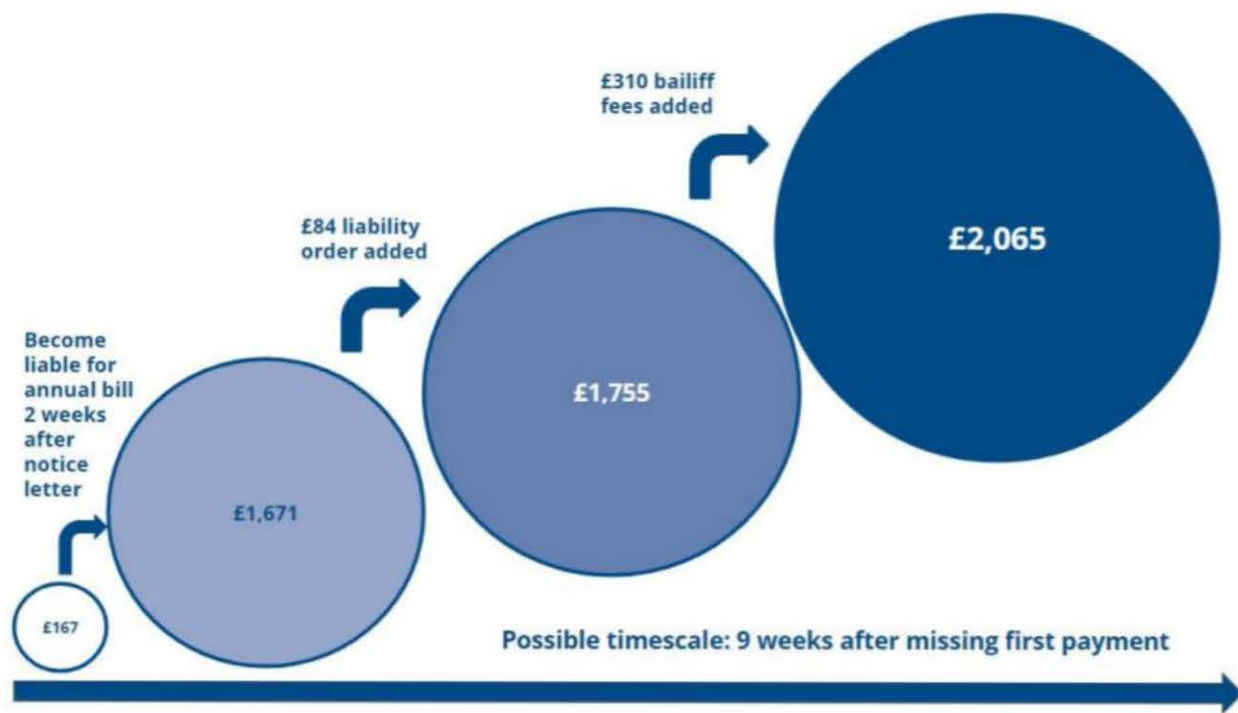
Views of advice page 'If you get a section 21 notice'



Around 2.8 million people are behind on council tax bills because of the pandemic

We've seen a sharp increase in views of our advice page 'dealing with council tax arrears'





In the long term we need



Reform of
Private
Rented Sector



Changing
collection
rules



Reform of
Council Tax

In the short term we need targeted funding to help people with covid-related arrears

Thank you

