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|  | **Resources Directorate**  Customer Services | | |  |
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|  | <%ADDRESSEE%> column G  <%INITCAPPED\_CORRES\_LINE1%> column I  <%INITCAPPED\_CORRES\_LINE2%> column J  <%INITCAPPED\_CORRES\_LINE3%> column K  <%INITCAPPED\_CORRES\_LINE4%> column L  <%INITCAPPED\_CORRES\_LINE5%> column M  <%INITCAPPED\_CORRES\_LINE6%> column N  <%INITCAPPED\_CORRES\_LINE7%> | | **Pay Reference:** | <%PAY REF%> column B |
| **Website:** | **www.wigan.gov.uk/YourTenancy** |
| **Email:** | **myrent@wigan.gov.uk** |
| **Telephone:** | **01942 486865** |
| **Date:** | <%ISSUE\_DATE%> |
|  |  |

Dear ADDRESSEE column G

**Can we help?**

As you have missed one or more rent payments, I am writing to ask if there is anything we can do to support you during this difficult time.

We know many of our tenants are facing health concerns and financial worries during the Covid-19 pandemic, because of restrictions on working, loss of jobs or being placed on furlough.

We have already managed to help many of our tenants, and may also be able to support you, by:

* **reducing what you need** **to pay** by seeing if you qualify for discounts, exemptions, reliefs and benefits,
* **providing extra support towards paying your rent** through Discretionary Housing Payments,
* **agreeing an affordable payment arrangement**, or
* **providing you with access to welfare support**, welfare rights and advice.

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| **To discuss how Wigan Council can support you, please call our Customer Services team on 01942 486865. We will do all we can to help.** |

If you are behind with your rent payments for a different reason, for example, health reasons including mental health, disabilities, or anything else that may impact how you manage your rent and other financial affairs, please let us know. We will do everything we can to help and support you.

There are more details of the support available to you overleaf.

Yours sincerely

Customer Services

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| **Help through Benefits** |
| 1. Get an estimated assessment with our online calculator 2. If you are on a low income you could qualify for help towards rent and Council Tax through **Housing Benefit** and **Council Tax Reduction** 3. If you already receive some **Housing Benefit** or **Universal Credit** but not enough to cover all your rent, you could qualify for extra support through **Discretionary Housing Payments** 4. To apply for Universal Credit go to [**www.gov.uk/universal-credit**](http://www.gov.uk/universal-credit)   **To check if you could be entitled visit www.quickcalc.co.uk/wigan**  **For more information and to apply visit www.wigan.gov.uk/benefits**  **or phone 01942 489002** |
| **Help through Discounts and Exemptions** |
| There are several Discounts and Exemptions that can reduce your Council Tax bill if you meet the qualifying criteria.  **For more information and to apply visit www.wigan.gov.uk/counciltax**  **or phone 01942 489001** |
| **Help through Welfare Support** |
| If you find yourself in crisis our Welfare Support Team can provide help with:   1. Emergency gas and electric vouchers  * Furniture packages  1. Food parcels   Please note that we do not make cash payments or pay out crisis loans.  **For more information and to apply visit www.wigan.gov.uk/localwelfaresupport**  **or phone 01942 705221** |
| **Help through Welfare Rights and Debt Advice** |
| Our Welfare Rights Team can offer:   * Advice and support on a range of welfare benefits * Help with completing claim forms * Guidance and support when making appeals * Make a referral to Citizens Advice Bureau if you need debt or money advice   **For more information and to apply visit www.wigan.gov.uk/localwelfaresupport**  **or phone 01942 705221** |
| **Help with your payments** |
| If you are finding it difficult to make your payments, please contact us and we will do everything we can to help:   1. **Council Tax:** email: revenues@wigan.gov.uk phone:01942 828700 2. **Wigan Council Rents:** email: [myrent@wigan.gov.uk](mailto:myrent@wigan.gov.uk) phone 01942 486865  * **Business Rates:** email: [businessrates](http://www.wigan.gov.uk/businessrates)@wigan.gov.uk phone 01942 828700 |
| **Help available from other agencies** |
| You can seek free, independent, advice and information from:   * **AdviceUK** at www.adviceuk.org.uk * **National Debtline** at www.nationaldebtline.org or 0808 808 4000 * **Money Advice Service** at www.moneyadviceservice.org.uk or 0300 500 5000 * **Citizens Advice** www.cawb.org.uk or 0808 2787 801 * **Gov.uk** at [**www.gov.uk**](http://www.gov.uk) |