



Resolving debt problems

Struggling with credit, in debt or worried about bailiffs? You are not alone. Help is available. Here are some of the ways you can resolve debt problems

Debt Respite Scheme (or 'Breathing Space')

Under this scheme, residents will be given legal protection from their creditors for 60 days, with most interest and penalty charges frozen, and bailiffs paused. During this time, you can focus on getting advice and support to manage your debts.

Pro-rata payments

If you are struggling with your debts, including credit cards, store cards and payday loans, you can get free advice on agreeing a repayment plan with your creditors. This includes asking for lower monthly payments based on your disposable income.

Debt Relief Order (DRO)

A solution for personal debts you can't pay. You apply through an approved debt adviser and must meet certain criteria. A DRO normally lasts 12 months and your debts are then written off. If approved, you stop making payments towards the debts and interest listed during that time.

Bankruptcy

If the amount you owe is more than the value of your belongings and you cannot pay your debts, you can apply for bankruptcy.

Some debt options such as Debt Relief Orders and bankruptcy will affect things like your credit rating, pensions, life insurance or ability to borrow money. Seek free independent advice to find the best solution.

There is helpful information on the previous page – including the Citizens Advice website on benefits, debt, housing and more: citizensadvice.org.uk

Council tenants can also contact our Welfare Benefits team on **020 8753 5566** for support if you require any assistance and advice or email welfare.benefit@lbhf.gov.uk

If you're on a low income and need help paying your council tax bill, you may qualify for council tax support. Find out more at lbhf.gov.uk/counciltaxcontacts or call **020 8753 6681**, Monday to Friday, 9am to 5pm.