

**Court action**

If the debt persists we will pursue it through the courts although we may be able to stop this if you contact us and keep to an agreed repayment plan. Bailiffs may also be used.

Court action taken against you may affect your credit rating. If you have rent arrears you may lose your home. If you are evicted from your home through the Court because of rent arrears, we may not

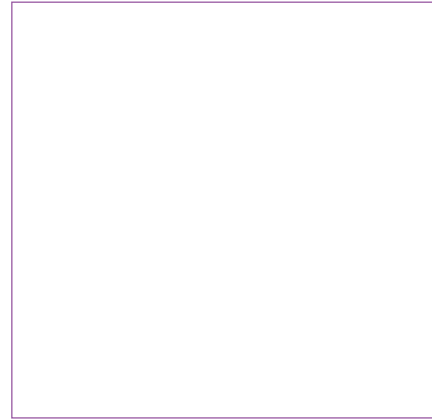
Crawley Borough Council  
Town Hall  
The Boulevard  
Crawley  
West Sussex  
RH10 1UZ

**Telephone**  
01293 438000

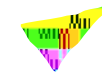
**Fax**  
01293 511803

**Email**  
info@crawley.gov.uk

**www.crawley.gov.uk**



# Paying Bills Fair Debt Collection Charter



**We will:**

- send out bills on time
- make it clear when you are due to pay
- remind you of what you owe us before we take further action
- make sure all bills and letters are clear and understandable
- provide several easy ways of paying
- welcome any 3up9Tbr are

- In e ing e a men amo n , e ill ake in o acco n :*
- reasonable recommendations from recognised advice agencies
  - any information you have provided on your overall debts, not simply the money we are owed
  - your commitments to your dependents
  - the reason the debt arose
  - personal and financial circumstances

Alternatively, if you are not happy to talk to us, please contact the CAB. You do not need to wait until you receive a letter from us before you contact them.

**Remember that if you are in financial difficulties they will not be solved by you doing nothing. Do something by talking to us.**

**Applying for benefits**

If you are on a low income you may be entitled to help with paying your rent (Housing

Benefit) and/or your Council Tax (Council Tax Benefit).

These benefits are based on your (and your partner's) income, savings and household circumstances. You must make a written claim to the Benefits Service at the Town Hall and supply original documents to support and verify the information given in your claim. This includes proof of your identity and where you live, proof of any social security benefits you receive, wage slips if you are working, your National Insurance Number, rent and bank accounts. We will not be able to process your claim if you do not provide original documentation. When claiming benefits, you have an obligation to provide the information required to assess your claim.

If you make a claim and provide all the necessary documents at the same time we will aim to process your

claim within 14 days of receipt.

You need to tell us immediately your circumstances change as these may affect the amount of benefit you are entitled to.