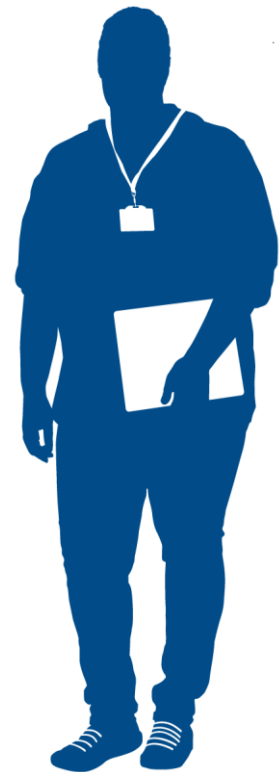


DON'T PANIC!
There are lots of
ways we can help
you deal with
your debts...



During the coronavirus pandemic many people have been made redundant, others have been furloughed to protect their jobs and many have had to claim benefits.

The government, regulators and firms have acted to protect people from the financial impact of coronavirus by pausing large parts of the economy.

Across the housing sector, local authorities and essential services, short term protections (pauses on enforcement, eviction or repayment holidays) have been in place to help prevent the immediate impact of debt.

But now, as lockdown measures are eased, the support mechanisms are also being removed and the debts which have built up need to be dealt with.

TACKLE DEBT AS SOON AS YOU CAN!

Citizens Advice offers self- help advice at: www.citizensadvice.org.uk then click on 'debt and money' OR if you need to contact an adviser for free, impartial, confidential advice, check the details below for local contact details.

Some examples of people who have come to us for help are:

*NOTE All names changed to protect confidentiality

Tony* had thought his job was safe but is now likely to be **made redundant**. He wanted to know his rights having been placed on furlough.

Jenny* is a private renter who has **missed rent payments**. She wanted to know how to hold on to her flat and avoid eviction.

Anika* and Gary* have missed paying their **Council Tax**. They've heard that the Council could send the Bailiffs to collect the outstanding payments, what can they do?

Chris* has fallen behind with her **mobile phone payments**. She relies on her mobile to search for and apply for jobs. She's worried her phone company might demand the money or cut her off and she wants some help to make sure that doesn't happen.

Tammy* and Ahmed* have benefitted from a **mortgage holiday**, but they now must catch up with their payments. They are seeking help on how to deal with this.

Mary* is a single parent whose **washing machine had broken down**. She couldn't afford to replace it and came to us for urgent help. We were able to link her with a local charitable organisation who was able to help.

Many people who come to us for advice have multiple problems. We can help you to prioritise your problems and sort them out gradually, or signpost you to other organisations who might be in a better position to help you. This would be a good time to get advice from our trained advisers on how to deal with **all your issues**.

Don't sit and worry about the problems, the earlier you ask for help, the sooner you can find a solution.

Contact us

<p>East Surrey Domestic Abuse Services (ESDAS) Call 01737 771350 or email: support@esdas.org.uk</p> <p>Surrey Domestic Abuse 9am – 9pm Helpline – 01483 776822</p> <p>In an emergency always dial 999</p>	<p>Visit our website for advice & information: www.citizensadvice.org.uk</p> <p>Email us: dorking@camv.org.uk</p>
<p>ADVICELINE telephone: 03 444 111 444 Monday – Friday 09.00 – 17.00</p>	<p>Telephone our local numbers 01306 732 302 (Dorking) Mon. – Thurs. 10.00 – 16.00 Friday 10.00 – 13.00</p>

CONSUMER HELPLINE
0808 223 1133

or chat online to an advisor on our
website.

UNIVERSAL CREDIT – making a new
claim 0800 144 8 444

or chat online to an advisor on our
website.