

Coastline Housing – statement of support to residents affected by the coronavirus crisis

Coastline appreciates that these are worrying times for many residents and we have been working hard to keep services running, provide advice and guidance and to help communities and individuals cope and recover.

Many of you may be worried about your finances or paying your rent and we would like to reassure you of the following commitments:

1. Keeping you secure in your home

Coastline is in full support of the National Housing Federation's promise that no one will be evicted from one of our properties as a result of financial hardship caused by coronavirus, where you are working (or engaging) with us to get rent payments back on track.

2. Helping you get the support you need

We will continue to help you access benefits and other support to alleviate financial hardship. Since the start of this year, we have helped customers save over £52,000 on debts and bills and we have made hundreds of welfare phone calls. This work continues on a daily basis.

3. Acting compassionately and quickly when you are struggling

We will work with you if you are having difficulty paying your rent and we will aim to put in place arrangements that suit you to help you get back on track in a sustainable way. Legal action will only be taken in serious circumstances – for example, as a last resort where a resident will not agree a plan to help them pay their rent, or where it is needed urgently in cases of domestic abuse or of anti-social behaviour that is putting other residents or communities at risk.

