

### **HRA Hardship Rent Payment – Eligibility Criteria**

The Coronavirus outbreak that resulted in a lockdown being instigated in March 2020 caused financial hardship for many households and in order to assist those households to recover, current rent arrears can be written off in the following circumstances:

- Where working households income has significantly reduced and they need to support to navigate the benefits system resulting in a delay in claim for housing costs (UC and HB)
- Where working households income unexpectedly reduced due to a significant reduction in working hours, benefits are not accessible and reasonable expenditure has increased due to covid 19 restrictions (includes self-employed households)
- Where households' reasonable expenditure has increased due to covid 19 restrictions, for example additional food costs where dependents are now being home schooled.
- Where DHP applications have not been successful despite a challenge by the Tenancy Sustainment Officers
- Where there has been a relationship breakdown impacting on the ability to work due to caring (including childcare) responsibilities.
- Where there has been a delay in moving into accommodation due to covid 19 restrictions
- Any other reasonable request proposed by the Tenancy Support Officers and approved by the Team Manager

The tenant must be engaged with tenancy support of voluntary sector support agencies and demonstrated a commitment to maintain a financial recovery plan

Any write offs will only be considered for arrears accrued during the lockdown period.