PRESS RELEASE

DATGANIAD I'R WASG

July 20, 2021

Help for tenants in rent arrears

Practical support for households who have struggled to pay their rent and are worried about losing their home because of accumulating rent arrears is available from the Council.

Help is available for all tenants struggling with their rent, whether they are in receipt of benefits or not, including Housing Association tenants, Council tenants and those renting from a private landlord.

Tenants experiencing hardship and difficulties over the pandemic months are advised to get in touch with the Council urgently to find out about the many ways the authority can provide help and support.

Help is available by contacting the Advice line on 029 2087 1071 or emailing renthelp@cardiff.gov.uk

The Housing Options and Advice teams have worked together to provide a comprehensive package for those that have accrued rent arrears or are struggling to pay their ongoing rent commitments.

Households with rent arrears will be able to apply for practical support to alleviate their arrears, as well as receiving advice about Council services that can help tackle their money pressures, such as money management and debt advice, information on benefits, grants and discounts they may be eligible for, signposting to employment and training support and more.

Cabinet Member for Housing and Communities, Cllr Lynda Thorne, said: "For many households in the city, the new rent rescue package is going to be the difference between the trauma of

losing their home or not. Clearly, individuals and families in rent arrears because of the pandemic have already experienced great difficulties to be in that situation in the first place so we are doing everything we can to keep people in their homes and prevent even more demand for homelessness services, which are already under considerable pressure.

“We know there are households in the city in rent arrears because of the crisis that have never been behind with their rent before and never had to consider seeking help. Times continue to be tough, but we’re here to help you. Our help is not just for customers in receipt of benefits, we’re here for everyone.

“Anyone who needs our help needs to get in touch urgently though. The funding available won’t be around forever and the longer arrears are left to mount, the worse the situation will be for tenants. Any help we provide won’t just be a sticking plaster – services can look at the longer term sustainability of tenancies, money worries and refer customers into other services we deliver like Into Work Advice or learning opportunities that can put them on a surer footing for the future.”

The Council is also keen to hear from landlords with tenants in rent arrears. Council services work with owners of private rented properties to provide interventions to save tenancies. Landlords can contact 029 2057 0750 or email HOCPrivateRentedSector@cardiff.gov.uk

Tenants in need of support should contact the Adviceline on 029 2087 1071 or e mail renthelp@cardiff.gov.uk

(ends)

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20 Gorffennaf, 2021

Cymorth i denantiaid sydd ag ôl-ddyledion rhent

Mae cymorth ymarferol ar gael gan y Cyngor i aelwydydd sydd wedi cael trafferth talu eu rhent ac sy'n poeni am golli eu cartref oherwydd ôl-ddyledion rhent cronnol.

Mae cymorth ar gael i bob tenant sy'n cael trafferth talu ei rent, p'un a yw'n cael budd-daliadau ai peidio, gan gynnwys tenantiaid Cymdeithasau Tai, tenantiaid y Cyngor a'r rheini sy'n rhentu gan landlord preifat.

Cynghorir tenantiaid sy'n profi caledi ac anawsterau yn ystod y pandemig i gysylltu â'r Cyngor ar frys i gael gwybod am y ffyrdd amrywiol y gall yr awdurdod eu helpu a'u cefnogi.

Mae help ar gael drwy ffonio'r Llinell Gyngor ar 029 2087 1071 neu drwy e-bostio cymorthrhent@caerdydd.gov.uk

Mae'r timau Dewisiadau Tai a Chynghori wedi gweithio gyda'i gilydd i greu pecyn cynhwysfawr i'r rheini sydd wedi cronni ôl-ddyledion rhent neu sy'n ei chael hi'n anodd talu eu hymrwymiadau rhent parhaus.

Bydd aelwydydd ag ôl-ddyledion rhent yn gallu gwneud cais am gymorth ymarferol i leihau eu hôl-ddyledion, yn ogystal â chael cyngor ar wasanaethau'r Cyngor a all helpu i fynd i'r afael â'u pwysau ariannol, fel rheoli arian a chyngor ar ddyledion, gwybodaeth am fudd-daliadau, grantiau a disgowntiau y gallant fod yn gymwys i'w cael, cyfeirio at gymorth gwaith a hyfforddiant a mwy.

Dywedodd yr Aelod Cabinet dros Dai a Chymunedau, y Cynghorydd Lynda Thorne: "I lawer o aelwydydd yn y ddinas, y pecyn achub rhent newydd yw'r peth a fydd yn eu helpu i beidio â cholli eu cartrefi. Yn amlwg, mae unigolion a theuluoedd sydd ag ôl-ddyledion rhent oherwydd y pandemig eisoes wedi cael anawsterau mawr felly rydym yn gwneud popeth o fewn ein gallu i gadw pobl yn eu cartrefi ac i atal hyd yn oed mwy o alw am wasanaethau digartrefedd, sydd eisoes dan bwysau sylweddol.

"Rydym yn gwybod bod yna aelwydydd yn y ddinas nad ydynt erioed wedi bod ar ei hôl hi gyda'u rhent o'r blaen nac wedi ystyried ceisio help bellach mewn ôl-ddyledion oherwydd yr argyfwng. Mae'r cyfnod hwn yn parhau'n un anodd, ond rydym yma i'ch helpu. Nid dim ond i gwsmeriaid sy'n cael budd-daliadau y mae ein help, rydym yma i bawb.

"Ond mae angen i unrhyw un sydd angen ein help gysylltu ar frys. Ni fydd modd cael yr arian sydd ar gael am byth a pho hiraf y gadewir i ôl-ddyledion gronni, y gwaethaf fydd y sefyllfa i denantiaid. Ni dim ond help dros dro fydd yr help y byddwn yn ei roi - gall gwasanaethau edrych ar gynaliadwyedd hirdymor tenantiaethau, pryderon ariannol a chyfeirio cwsmeriaid at wasanaethau eraill rydym yn eu darparu, fel y Gwasanaeth i Mewn i Waith, neu at gyfleoedd dysgu a all eu rhoi ar y trywydd iawn i'r dyfodol."

Mae'r Cyngor hefyd yn awyddus i glywed gan landlordiaid tenantiaid sydd ag ôl-ddyledion rhent. Mae gwasanaethau'r Cyngor yn gweithio gyda pherchnogion eiddo rhent preifat i gynnal ymyriadau i gadw tenantiaethau. Gall landlordiaid ffonio 029 2057 0750 neu e-bostio TimSectorRhentPreifat@caerdydd.gov.uk

Dylai tenantiaid sydd angen help ffonio'r Llinell Gynghori ar 029 2087 1071 neu e-bostio cymorthrhent@caerdydd.gov.uk

(diwedd)

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