

Housing associations' statement on support for residents affected by the coronavirus crisis

Housing associations are not-for-profit landlords to more than six million people in England. They are working closely with residents, local government, the NHS and others to respond to the coronavirus crisis. They are keeping residents safe, keeping vital services running, and helping communities to cope and recover.

They know many residents are worried about jobs and getting into debt. Any resident worried about paying their rent should contact their housing association, who will help.

Housing associations are committed to:

- 1. Keeping people secure at home.**

No one will be evicted from a housing association home as a result of financial hardship caused by coronavirus, where they are working (or engaging) with their housing association to get their payments back on track.
- 2. Helping people to get the support they need.**

Housing associations are helping residents to access benefits and other support to alleviate financial hardship, including supporting people to get work where possible.
- 3. Acting compassionately and quickly where people are struggling.**

Housing associations will work with any resident who is struggling to find arrangements to pay rent that is manageable for them in the long term. Legal action will only be taken in serious circumstances – for example, as a last resort where a resident will not agree a plan with their landlord 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.