

Important Notes...

About Us:



## Money Facts...

This leaflet was developed by Rainbow Money in Scarborough, a debt support project working as part of The Rainbow Centre. For more information please go to [www.therainbowcentre.org](http://www.therainbowcentre.org)

Please Note.... this leaflet aims to provide helpful and accurate information. However this document is a guide only and we ask that you consult with a professional before making significant decisions about your finances.

# Money

# Facts...

## Keeping on Track...

What happens after your  
initial meeting...

## Introduction

Thank you for coming to see us. Hopefully we have been able to alleviate some of your worries and set you on the path out of debt. This leaflet is to remind you of a few things that we talked about because we know it can be quite overwhelming with all the information we give and questions we ask in an appointment! Keep it safe as the information may be useful at different times as we help support you with your finances.

## Paying priority bills.

You must continue to make essential payments for your rent or mortgage, Council Tax, on-going use of water, gas, electricity and any other items you require such as telephone, TV Licence and insurances. These are your priority items of expenditure and if you think there may be problems in making these payments, you should contact us immediately.

## Your Budget

We have begun working with you to create a manageable budget. If we haven't completed it in the first appointment we may have asked for some more information from you. If you can supply us with that information as soon as possible we can ensure that you have a budget that is going to work for you. It may take a little while to get it right so try and keep to it and let us know how it is going so that we can make changes to it and make sure that it is going to work for you.

It is important that we keep that budget accurate so let us know if there are changes to your income or your expenditure so that we can keep everything up to date.

## Creditors

You may continue to receive letters & telephone calls and if you are contacted by any of your creditors you should advise them that we are acting on your behalf, giving them the contact details shown on this leaflet. It may take 4-6 weeks to receive replies from all of your creditors but once they have responded most correspondence should stop. There are some letters that creditors are still obliged to send by law. You don't need to be concerned about these but contact us and we can ensure that everything is dealt with and put your mind at rest.

It is possible that you may incur charges from your creditors whilst negotiations for reduced payment arrangements are taking place. However, once the arrangements are in place charges and interest should be stopped. Keep a check on any statements that you are sent to ensure that you are not still being charged interest and get in touch with us if you are unsure about anything. It is also possible that the creditor may transfer the debt to a collection agency to recover the debt on their behalf. If this happens there is no need to be concerned, it is a common part of the debt collection process.

All you need to do is advise us that you have had the correspondence and let us know the company and the reference number and we will do the rest.

## The facts about Bailiffs

- If you are informed that bailiffs will be visiting your property then please contact us immediately as it is vital that this is dealt with straight away.
- If the bailiffs have not been into your home before to collect this debt, they have no right to come in. They cannot break in. You can choose not to let them in.
- Don't open the door to them as they may try to push past you. If they get inside, they may have the right to enter again and may break in to take your goods.
- Don't leave windows open or doors unlocked – bailiffs can legally get through these.
- If you have a car, park it away from your property to avoid them taking possession of this.
- Politely but firmly refuse to let them in.
- Don't sign anything. If the bailiff leaves papers for you to sign and return, you do not have to do this. You don't have to sign agreements posted through your door either. Contact us immediately for advice.

### Remember...

Never ignore a visit or letter from a Bailiff

