

Mortgage Arrears

If you have mortgage arrears we can offer you an appointment with one of our Money Advisers. At your appointment we will look for ways to help you solve the problem by trying to maximise your income and/or the benefits you receive and if necessary help you to reach an agreement with your lender.

You can make an appointment by telephoning 01204 332916

Your mortgage debt is a priority, so make sure you pay this before other debts. Do not take out another loan to repay debts. Get advice instead.

Steps to take

Increase your income or make savings

If your income has reduced consider how to cut your spending or increase your income, for example:

- Can you cut back on general spending?
- Do you have mortgage payment protection insurance (MPPI) that you can claim against?
- Are you claiming everything you are entitled to, including benefits? An online benefits calculator such as www.turn2us.org.uk could help with this.
- Do you have anything to sell – car or caravan etc.?
- Do you have a room that you could rent out?

Talk to your lender

As soon as you are experiencing problems in paying your mortgage contact your lender immediately. Your lender may be able to:

- Extend the term of the mortgage
- Agree a 'payment holiday' or change to 'interest only' payments to reduce mortgage costs
- Reduce the monthly payment for a certain period
- Cut the charges they make to clients for being in debt with the mortgage
- Offer a better mortgage rate
- Spread repayment of the total amount you owe
- Allow time for the property to be sold

If you feel uncomfortable speaking directly to your lender we can contact your lender on your behalf.

Court Desks

If you have court papers for mortgage possession hearing and the mortgage company are taking you to court, you could face eviction from your home. Please do not ignore this but try not to panic. Most County Courts do have a duty desk for mortgage arrears cases – who can provide advice on the day. However, it is always better to see an Adviser for free help and advice before the court date.

National Debtline, in partnership with NHAS and Citizens Advice, has produced a "Mortgage arrears guide" which can be found, with other useful facts sheets, on their website <https://www.nationaldebtline.org/EW/factsheets/Pages/mortgagearrears/preventingrepossession.aspx#>