**We are aware that there has been an overwhelming amount of information on the news and social media recently regarding rent, service charges, government support for those furloughed, self-employed, and much more.**

In response we have captured the most commonly asked questions received by the commercial services team below:

**Q: Will I be given a rent holiday due to COVid 19?**

A: No, the government have not announced any changes regarding rental payments and rent is still due weekly. It is important that you continue to pay your rent as a priority bill.

**Q: I am a Right to Buy (RTB) leaseholder, do I still need to pay my service charge invoice if your office is closed and staff are working from home?**

A: Yes, service charges are still due. Any reduction in costs will be shown on your next annual statement. If you have any further queries regarding service charges, please contact us on 0300 555 0128 and ask to speak to a member of the commercial services team.

**Q: I have been furloughed from work, what do I do?**

A: We appreciate everybody’s circumstances will be slightly different, so please contact us on 0300 555 0128 to discuss your situation. Our financial inclusion team can then tailor advice and support for you.

You can find more information [HERE](https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-employed-and-cannot-work#if-your-employer-has-no-work-for-you-to-do-youve-been-put-on-furlough)

**Q: I’m self-employed and no longer have any work or getting less work coming in, what should I do?**

A: The general advice is for those who are self-employed and no longer have any work or getting less work coming in to claim **Universal Credit**. Again each persons circumstances will be slightly different, so please contact us on 0300 555 0128 for further advice and support.

You can find more information [HERE](https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work)

**Q. Did you know there are many ways to pay your rent to S4B?**

S4B office on Brunswick Street is currently closed as part of measures to manage the spread of the COVid19 virus.  However you can still contact us by phone 0300 555 0128 , email [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk) or online .  There is also a range of other ways to pay your rent.

* Direct Debit
* Standing Order
* Recurring card payment
* BAC’s transfer
* Allpay online
* Cash at any PayPoint outlet

Remember that your rent is your responsibility.

Even in these difficult times it is important that you pay your rent.

If you are struggling to pay your rent or need help please advise S4B as soon as possible.

You can **pay online** with debit or credit card at [All Pay](http://www.allpayments.net/) or using your mobile. Check out [allpay mobile](http://www.allpay.net/allpaymobile)

Pay and view your account online <https://my.onward.co.uk/s4b/www/login>

Pay **by cash or cards at any PayPoint outlet**. The nearest outlet is **Go Local,** 4 Polygon Street. Manchester. M13 9SG

Pay **in person** by calling 0300 555 0128 to pay over the phone.

If are struggling with money matters and need help or advice.  Please contact S4B who can offer help with money advice and benefits.