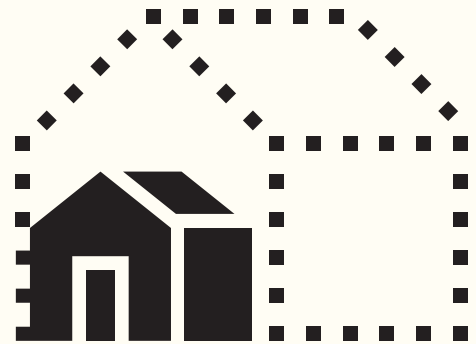


DOWNSIZING AND SHIFT ALLOWANCES



- Do you live in a property which is larger than your needs?
- Would you like to transfer to a smaller property?
- Would you like to move to a smaller property but can't afford to do so?
- Are you affected by the "bedroom tax"?
- Have you got rent arrears which you can't afford to clear?



If you answered yes to any of the questions above, you might be interested in moving to a smaller City of London Corporation home (downsizing). If you downsize, you may be eligible for a 'shift allowance' also known as a downsize payment.

Many applicants on our Housing Register need a two, three, or four-bedroom home. The City Corporation has a number of tenants living in properties that are now too big for them due to changes like children growing up and leaving. If this sounds like your situation, we have a scheme to help you move to a more suitable home, receive a downsize payment, and free up larger homes for others.

You can view the full details and eligibility [here: bit.ly/HRAdownsizing](https://bit.ly/HRAdownsizing), scan the QR code, or get in touch with the Housings Needs team:

Phone: 020 7332 1237 / 3452

Email: hadvice@cityoflondon.gov.uk



KEY CONTACTS



To report issues relating to cleaning and grounds maintenance on your estate, email: estateservices@cityoflondon.gov.uk or call your estate office.

Repairs: 0800 035 0003 | propertyservices@cityoflondon.gov.uk

For urgent estate matters outside normal office hours, other than repairs, please call 020 7256 6583.

Complaints and customer feedback:

Housing.complaints@cityoflondon.gov.uk

By phone: 0207 606 3030 (Switchboard) or 0207 029 3935 (Housing complaints and customer feedback)

By post: Housing Complaints and Customer Feedback Team,
Barbican Estate Office, 3 Lauderdale Place, London EC2Y 8EN

Rent Accounts/Payments: 020 7332 1263
rentsteam@cityoflondon.gov.uk

Rent Arrears: To contact us about rent arrears, please call your estate office or email the Income Recovery team:
incomerecoverofficer@cityoflondon.gov.uk

Scan the QR code to register for the
City of London @Home Newsletter or visit:

<http://eepurl.com/iSYW0s>

