

A photograph of the Tower Bridge in London, showing its two towers and suspension cables over the River Thames. The sky is blue with some clouds, and the water is visible in the foreground.

Help2Rent  
Lodge Park  
Lodge Lane  
Cranham  
Colchester  
CO4 5NE

# Claims Process

Claims made simple

## Step 1

Making a claim can be done by visiting <https://www.help2rent.co.uk/claim> or by going to <https://claims.arclegal.co.uk/claims/create>

## Step 2

Claims are usually validated within 24 hours providing that all the relevant Information has been provided at the time of the claim

## Step 3

The Claim handler will do all the necessary working on your behalf, including section 8 and section 21 to facilitate an eviction

## Step 4

Once the tenant has been evicted you will be paid in full the amount owed to you

## Process 2

is a tenant sustainability route to ensure that the tenant remains within the property long term

## Step 1

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## Step 2

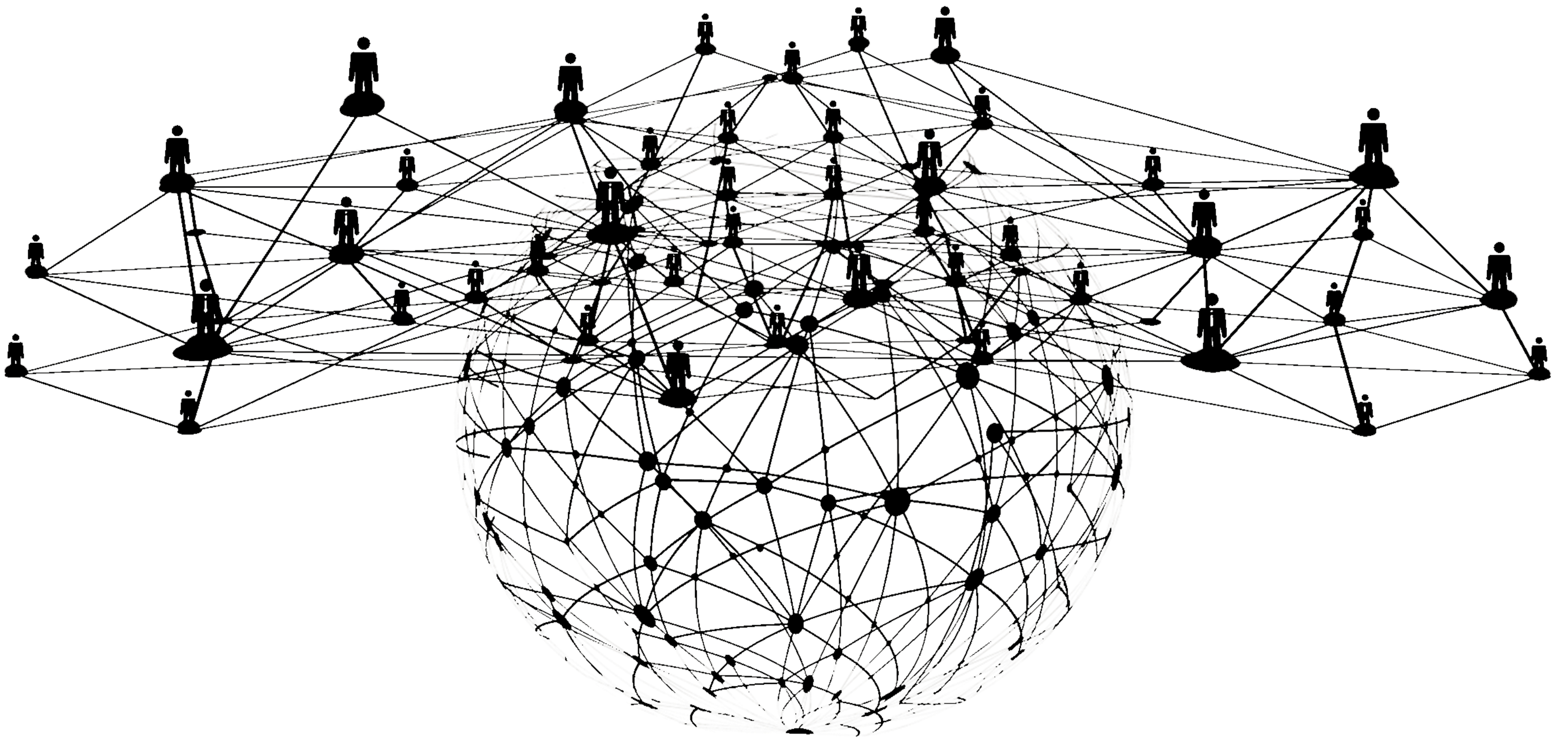
Claims are usually validated within 24 hours providing that all the relevant Information has been provided at the time of the claim

## Step 3

The claim Handler will contact the local authority to determine if they wish to support the tenant via the discretionary housing fund; if so, then the claim handler will contact universal credit partnership managers to ensure that an alternative payment plan is put in to place to avoid rent arrears in the future

## Step 4

You get paid all the back dated rent owed through the discretionary housing fund and an alternative payment plan is put into place, so that you end up with a good tenant moving forward



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