

## Advice and individual planning

- Deferred rental
- Installment payment agreements

## Tips and Support

- Prevent getting into rent arrears
- Assistance with applications for housing benefit and other social benefits
- Recommendations from advice centers
- Housing adaptation and relocation

*Talk to us and  
arrange a personal appointment.*

### Download our Mieter-App:

#### Stay up-to-date.

In our tenant app 'TAG Wohnen Mieter-App', you can access your tenant account and check your rental payments. So you can be absolutely sure not miss any payment dates.



## Help with rental debts

We will take this together.

Please contact us directly if you are unable to pay your rent or if you cannot clear rental debts. We will find a solution.

We work with you to develop an individual plan to reduce rental debts, confidentially advise you in the event of economic difficulties and support you in applying for social benefits.

*Arrange a personal appointment.*

**Don't let rent debt spoil your mood. Please contact us immediately. Speak openly.**

Car at the garage, broken refrigerator or an upcoming school trip: expenses can quickly exceed the household budget. Insufficient income is often caused by short-time work, unemployment, separation or illness.

If you cannot pay your rent, it is important that you let us know as soon as possible. We know that the first step is not easy, but the sooner you get in touch, the faster we can help you!

*Together we will find a solution.*

**You received a reminder:  
Transfer the rent right away or give us a call!**



Transfer the missing rental amount as soon as possible. If you don't have enough money, ask our customer service for advice, we will help.

Make an appointment and let us talk about your situation. Together we will find a way forward that works, like an installment repayment plan. We also know advice centers that can provide independent help with financial matters.

**You received a notice of termination:  
Don't wait until tomorrow, give us a call!**



If you have neglected to pay the outstanding rent after receiving a reminder or if you did not contact us in the event of payment difficulties – you must react now!

Transfer the missing rent and contact us. If you don't have enough money, ask for a payment installment agreement.

We might then be able to revoke the termination if appropriate. Together we will work out a payment plan and we are happy to provide additional help.

**You received an eviction notice:  
Contact us immediately!**



Have you missed the first two possible solutions? Get urgent help now. It will be expensive, but there are still ways out: We have payment options and can offer contact to advice centers who deal with such matters. Remember: You are not the only person who has gotten into this situation.

**Attention:** You have to cover all costs that arise from these situations such as lawyers, court and furniture transport.