

# CASE STUDY

## MISS X

As the coronavirus pandemic hit and we entered into a national lockdown, our customer, Miss X struggled to keep up her rent payments.

Miss X was already in breach of a court order and we were awaiting an eviction warrant, which was postponed due to the lockdown. Being self-employed meant that Miss X was unable to continue to make any source of income, subsequently falling further into arrears.

We managed to work closely with the customer, learning more about her circumstances and became aware that she was unsure of any support she could receive during this time. We explained the self employment grant to her and supported her to make a claim.

Miss X was successful in her application, being granted a sum of money which she was able to use to clear her arrears and put her account into credit.

Moat cancelled the eviction altogether and Miss X is now making weekly payments to her rent account. With clear communication we were able to work together to resolve the issues and create a successful relationship with our customer.