

Community Gateway

Rent Debt Crisis, Eviction and Finding the Right Support | [Angel's Story](#)

“I was anxious, distressed and scared - I didn't know where to turn or what to do!”

Angel

This story has been provided by the Community Gateway team. [You can find out more about the Community Gateway here.](#) Angel's story highlights the impact on mental health and wellbeing when a notice to quit accommodation is served. All our stories start with a conversation and a listening ear.

Angel

Reaching out to the Community Gateway

Angel and her partner were living in rented accommodation in Cornwall when, unexpectedly, their landlord told them to move out.

Unfortunately, Angel was unaware that, due to the pandemic, her partner had been struggling financially and was behind with the rent. Angel was at risk, vulnerable, and suddenly very isolated.

“I was in shock and felt betrayed and let down. I didn't know how to navigate this reality; I was vulnerable, and the trauma and abuse endured in my past came bubbling back up to the surface.”



In March 2020, to protect people adversely impacted by the pandemic, the Government introduced a ban on evictions. This was a temporary measure that ended in 2021. Recent figures show that repossessions by private landlords are returning to pre-pandemic levels.

Talking to Lindsay

Angel was connected to The CHAOS Group, a Cornish charity that provides a wide range of community services that are person-centred and caring.

After her one-and-a-half-hour Friday evening phone conversation with Lead Change Coach Lindsay, Angel felt better supported and relieved - Lindsay was able to look at the right support to best meet Angel's needs.

Angel was signposted to the [Women's Centre](#) and given the contact details for [Shelter](#) and Cornwall Housing.

The Follow-up

Shelter and Cornwall Housing helped Angel and the landlord agree to an adjusted payment plan, Cornwall Council supported this. This positive step helped to alleviate Angel's anxiety and short-term concerns.

Unfortunately, in a sudden change of heart, the landlord decided to take the couple to court over their rent arrears. The approaching eviction and court case meant the couple struggled to save money whilst adhering to the adjusted payment plan. Angel said,

“I couldn't even afford to look after my beloved pet lizard - my emotional support animal. I was struggling.”

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The Follow-up

What matters to you

After a follow-up phone call, Lindsay contacted Nicola from [The Creature Feature Show](#) who offers pet poverty support. Due to poor health and Angel's financial difficulties, foster care was immediately arranged for Angel's pet.

Thankfully, after a worrying ten days, the lizard's health dramatically improved.

The impending court case was very challenging for Angel, who required advice and representation. A meeting at the local Citizens Advice Bureau was a priority but transport and financial issues were a difficult barrier to overcome.

Lindsay consulted with Age UK Cornwall's Community Gateway, which was able to support Angel with the funding of her travel expenses and offer financial advice for future travel requirements. Together, we were able to arrange meetings with Citizens Advice.

Angel is now in a better place to navigate the challenges that might come her way. We don't have an ending to Angel's story, but whatever the future holds, Lindsay and the Community Gateway team will only be a phonecall away.

Angel's court case was scheduled for the 27th of March 2023.

The Community Gateway

The Community Gateway provides access to a range of voluntary sector support and services.

People can access the Gateway via a dedicated telephone line at **01872 266383** or gateway@ageukcornwall.org.uk to speak to specialist staff and local support that's right for them.

The Gateway is open from 8 am to 8 pm, seven days a week, 365 days a year – including Christmas Day.



Need some advice?

Enjoy friendly company, a hot meal and a cup of tea. Make social connections to people who live nearby.

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