

# New Occupier Details



If you've received a letter from Phoenix that is not addressed to you, you need to notify us that you are the new legal occupier of the property, and provide the evidence we need to change our records.

Acceptable forms of evidence include copies of:

- a Tenancy Agreement
- a Council Tax Bill
- a Utility Bill (gas, electricity, water, landline telephone)

If you do not provide all the information we need your request may be delayed or rejected, which could result in further recovery action and additional costs.

If you need help to complete this form you can call our Contact Centre on **0333 323 0333**, or contact one of the free independent advice services listed on the back of this page.

## Your contact details *(in case we need to contact you to clarify any information)*

Full Name:		Mobile Telephone:	
Address:		Home Telephone:	
		Work Telephone:	
Postcode:		Email Address:	

## Who was the letter addressed to?

Full Name:	
Address <i>(write "as above" if it is the same as your address above)</i>	

## When did you move into the property?

Date:	
-------	--

## Forwarding information

If you know the person that the letter is addressed to, providing us with their new contact information will help us remove your details from our records more quickly.

New Address:		Mobile Telephone:	
		Home Telephone:	
		Work Telephone:	
Postcode:		Email Address:	

Send your completed form (with the evidence attached) to us via:

**Post:**

Phoenix Commercial Collections  
PO Box 2160  
Bolton, Lancashire BL6 9BR

**Email:**

contactphoenix@payphoenix.com

**Fax:**

01204 664 066

## FREE INDEPENDENT ADVICE

If you would like to discuss this matter with an independent adviser, at no cost to you, you can contact one of the organisations below.



**PayPlan**  
Tel: 0800 280 2816  
[www.payplan.com](http://www.payplan.com)



**Christians Against Poverty**  
Tel: 01274 760 720  
[www.capuk.org](http://www.capuk.org)



**Step Change**  
Tel: 0800 138 1111  
[www.stepchange.org](http://www.stepchange.org)



**Citizens Advice**  
Tel: 03444 111 444  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



**Money Advice Service**  
Tel: 0300 500 5000  
[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)



**National Debtline**  
Tel: 0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)



**Advice UK**  
Tel: 0300 777 0107  
[www.adviceuk.org.uk](http://www.adviceuk.org.uk)



**UK Government online**  
[www.gov.uk](http://www.gov.uk)