

# DELO Advice Centre – Eviction Prevention Tirol



**We support you if you are at risk of losing your home.**

The DELO Advice Centre – Eviction Prevention Tirol offers advice and support to tenants who are at risk of losing their home. The goal is to ensure housing retention or to find other alternatives.

**We are here for you if you:**

- have rent arrears,
- have been asked (verbally or in writing) to leave your home, or
- have received a judicial notice of termination of your lease.

**These are our anonymous and free services:**

- Initial interview to clarify the situation
- Creation of a household or financial plan
- Support during the clarification and application process for insurance coverage, social benefits and financial assistance
- Information about tenancy law and procedural matters
- Contact support, conflict resolution and mediation with owners, authorities and property management
- Support with the creation of a payback plan
- Crisis intervention

## Contact & information

Please don't hesitate to contact us for information and advice.

	<b>Innsbruck</b>	<b>Wörgl</b>	<b>Imst</b>
<b>Address</b>	Kapuzinergasse 43 6020 Innsbruck	Bahnhofstraße 53 2nd Floor 6300 Wörgl	Christian-Plattner-Str. 6 6460 Imst
<b>Telephone</b>	+43 664 1954 348	+43 664 9179 419	+43 664 1674 854
<b>Opening hours</b>	Mon, Tue, Thu, Fri 9 am–12 pm Wed 4 pm–6 pm  office@delo.tirol	Mon, Thu 9 am–12 pm Tue 1 pm–4 pm  woergl@delo.tirol	Tue 9 am–12 pm Thu 1 pm–4 pm  office@delo.tirol

**We ask that you contact us by phone.**



## Which documents do you need?

We will work with you to develop solutions to make sure you can keep your home or to find alternatives. To help us clarify the situation, we will require the following documents.

**If any documents are missing, we will make a concerted effort to acquire these.**

### 1. Documentation/Residence permit – of everyone in the household

- ID card
- Passport (if you have not yet received a passport, notification of your residence status is sufficient)
- Residence permit
- European Economic Area (EEA) registration certificate

### 2. Certificate of registration – of everyone in the household

### 3. Proof of income – of everyone in the household

- Pay slip
- Confirmation of unemployment benefits/social benefits – also job centre appointment card
- Pension
- Sickness allowance
- Childcare allowance
- Notice of minimum income support
- Maintenance
- Rent subsidy/housing assistance
- Confirmation of family allowance payments

### 4. Proof of expenditure

- Rental contract
- Confirmation of rental amount and running costs
- Energy costs
- Confirmation of maintenance payments
- Confirmation of instalment payments
- Confirmation of enforcement of payments

**5. All documents or letters you have received from your landlord and/or from the court in relation to your rent arrears are also important.**

If you have any questions, we can offer advice and information.

**Website:** [delo.tirol](http://delo.tirol)  
**Email:** [office@delo.tirol](mailto:office@delo.tirol)  
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