

USEFUL CONTACT DETAILS:

South Dublin County Council Arrears Support Unit :

Phone number: 01-4149093

Website: www.sdcc.ie

MABS (Money Advice and Budgeting Service):

MABS Helpline: 1890283438

website: www.mabs.ie

Citizens Information Board

Lo Call: 1890 777 121

website: www.citizensinformation.ie

Department of Social Protection

Lo Call: 1890 20 23 25

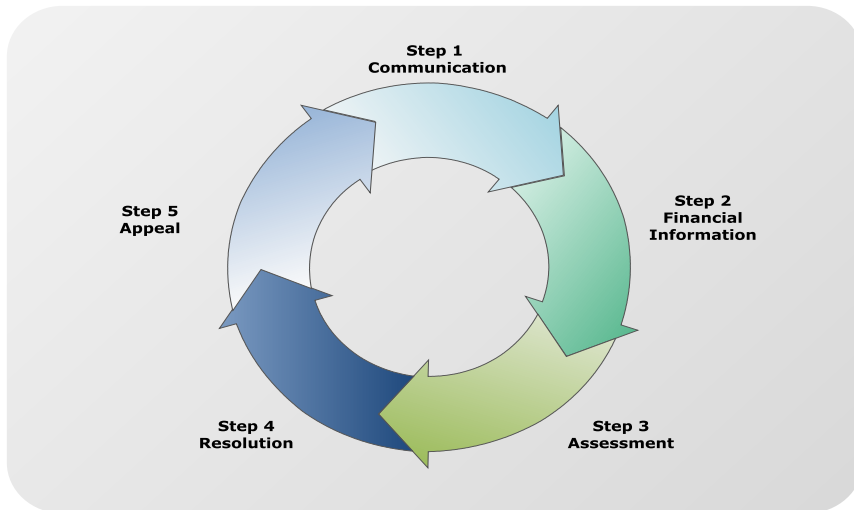
website: www.welfare.ie



A Guide to the Mortgage Arrears Resolution Process (MARP)



CAUTION: This document is for guidance purposes only and should not be taken as a legal interpretation of the laws and regulations covering local authority lending



The purpose of the **Mortgage Arrears Resolution Process** (MARP) is to set out clear guidelines for both mortgage holders and South Dublin County Council in relation to dealing with mortgage holders who are currently having difficulty, or feel they may have difficulty in the future in making their mortgage repayments.

How it all works:

South Dublin County Council has a dedicated team in our Loan Accounts Section who work closely with mortgage holders under the Mortgage Arrears Resolution Process (MARP.). The MARP is made up of 5 steps which are explained in more detail in this booklet. The steps are as followings:

Step 1: Communication with South Dublin County Council

Step 2: Financial Information

Step 3: Assessment

Step 4: Resolution

Step 5: Appeals

IMPORTANT INFORMATION TO CONSIDER:

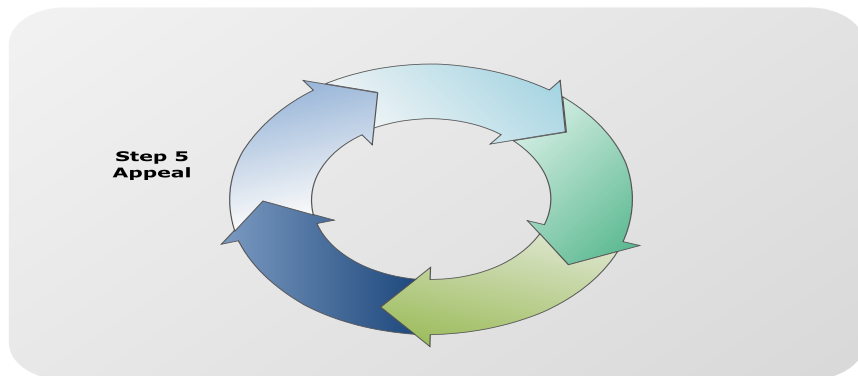
- If you do not co-operate with South Dublin County Council under MARP you will no longer be afforded the protection that MARP provides and the Council is entitled to commence legal action. Non-cooperation can include:
 - Not maintaining your MARP agreed repayment
 - Not supplying requested information
 - Not responding to correspondence
 - Supplying false or misleading information
- Any legal costs incurred should the Council commence legal proceedings will be payable by you and will be added to your mortgage account
- Where legal action is commenced you could lose your home
- If your home is repossessed and there is a still an amount outstanding on the mortgage after the property is disposed of, you will be liable for the difference between the market value and the balance outstanding on the mortgage.

So that you are fully informed of the implications of any of these options being applied to your mortgage account the Council would advise you take independent legal and/or financial advice regarding any proposed revised repayment arrangement.

Once a repayment option is agreed, South Dublin County Council will monitor each case on an ongoing basis with a formal review at least every six months. A review will take place earlier if you do not stick to the terms of the arrangement.

We cannot:

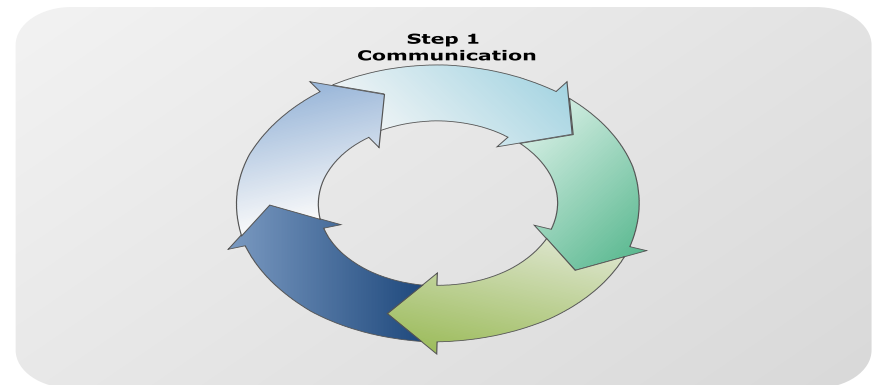
- ignore the fact that you are in arrears
- write off your arrears
- ignore broken arrangements



Step 5: Appeals

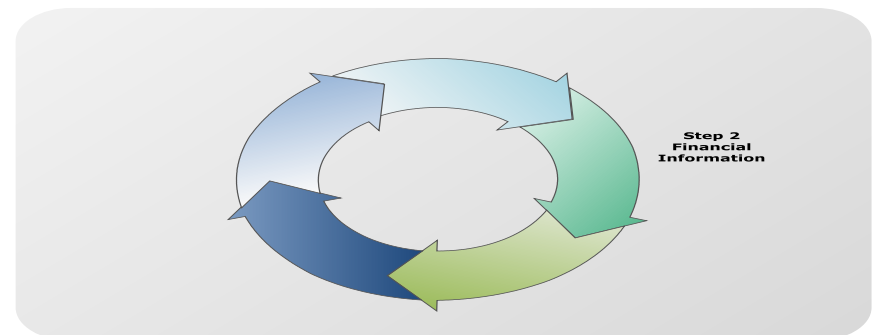
If you are unhappy with South Dublin County Council's decision, or the treatment of your mortgage case under the MARP, or if you feel the Council has not been compliant with the MARP.:

- You must submit an appeal in writing within 20 working days of the receiving the Council's decision to the MARP Appeals Board, Housing Department, South Dublin County Council, Tallaght, Dublin 24
- The Council must acknowledge your appeal in writing within 5 working days of your appeal being received.
- Your appeal will be considered and adjudicated on by an independent appeals board within South Dublin County Council within 40 working days.
- The decision of the board will be communicated to you in writing within



Step 1: Communication with South Dublin County Council

In the current financial environment, lots of people are having difficulties paying their bills. With falling wages, rising taxes and levies, and rising prices, this is understandable. So, if you are in difficulties repaying your Council mortgage, or feel that you will have difficulties because of impending changes in your circumstances, the best thing you can do is to contact the Council immediately at 01-4149000 extension.: 7138. This will enable the Council to get an early start working with you to find a solution.

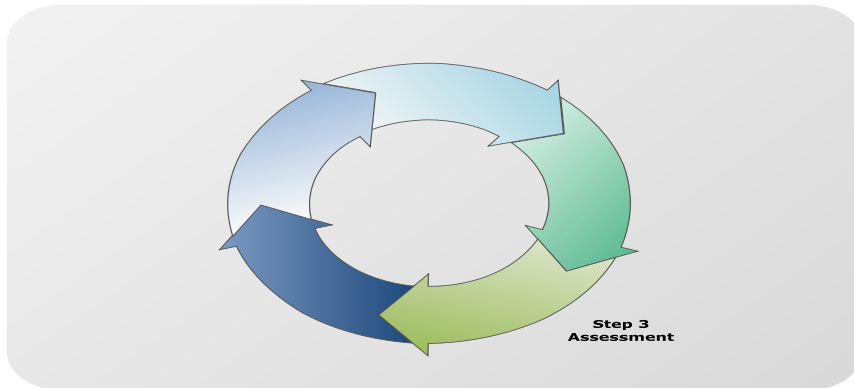


Step 2: Financial Information

In order for the Council to assess your situation you need to complete a MARP application form and supply the requested documentation. The form includes a **Standard Financial Statement (SFS)** in which you set out your income and expenditure. The form is available from South Dublin County Council directly and is also available on the Council's website at www.sdcc.ie.

Our staff are happy to assist you with the completion of this form. You can also seek assistance from your local MABS office or Citizen Information office.

Step 3: Assessment

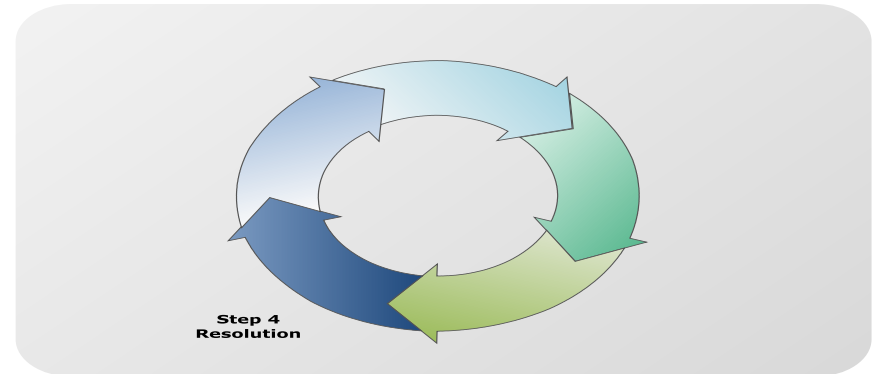


The South Dublin County Council Arrears Support Unit (ASU) works closely with all mortgage holders who are experiencing financial difficulties in relation to their mortgage repayments.

Using the Standard Financial Statement (SFS) and the documentation supplied by you the Council will assess your application. When considering your application the following will be taken into account:

- Your personal circumstances
- Your overall indebtedness
- Your current repayment capacity
- Your previous payment history
- Information supplied with the MARP application form

The Council is aware that no two situations are the same, therefore each application will be assessed on an individual basis.



Step 4: Resolution

The Arrears Support Unit will explore a number of alternative repayment options to find the most suitable for your circumstances.

Options may include:

- **Interest Only Repayments:** this means that you pay only the interest on your mortgage for an agreed period. The capital part of the mortgage is not paid during this time
- **Interest and Part of Capital:** this means that you pay the interest and part of the capital balance.
- **Postpone repayments of the loan:** this means that neither the interest nor the capital is paid on your mortgage for an agreed period
- **Lengthening the term of the loan:** this means that instead of paying off your mortgage as originally agreed, you will be paying it over a longer period, thereby reducing the repayments.
- **Adding the arrears to the loan:** this means that the arrears on your account will be added to the capital part of your mortgage and you paying a new repayment.

Once agreed, the Council will write out to you outlining your agreed repayment arrangement.

Some of the above options will reduce your mortgage repayments in the short term however they will have the affect of you paying more over the life of your mortgage.