

We Want To Say YES!

Referring to the DRO Hub ...

The Basic Criteria:

- £30,000 Debt Limit
- Total asset limit of £2000
- No more than £75p/m disposable income
- Not currently subject to another Insolvency

Getting Started:

What do we need on a referral?

If you are referring from a local Citizens Advice office, how to refer and what you'll need can be found [here](#).

If you are referring from an external agency you can find information [here](#).

The Referral Pack:

The referral pack is a fundamental part of a DRO Hub referral. Without a correctly complete pack we cannot proceed. The pack may seem repetitive at times however we worked very closely with MAPS to ensure the pack was as user friendly as possible whilst ensuring all relevant consents were covered to allow us to work on behalf of the client as each consent within the pack is needed for a specific reason

DRO Unit Timescales and Deadlines:

The DRO Hub currently cannot have cases open for more than 12 weeks, which is a contractual obligation set by MAPS. We aim to process cases within 8 weeks but understand this is not always possible due to client circumstances or case complexity. We can exercise discretion to hold cases open longer under exceptional circumstances however this is assessed by management on a case by case basis when needed.

More Information on DRO Referrals can be found [here](#).