

# Notting Hill Genesis



## THE RESIDENT SUPPORT PROGRAMME

HOW CAN WE HELP YOU?

**We understand many residents may be struggling with the rising costs-of-living, particularly fuel and food, and energy costs. Our Resident Support Programme works with external partners to deliver a range of projects and advice aimed at supporting you through hard times.**

**Here is some of the support we have available for Notting Hill Genesis residents:**



## Debt and money management

- Our partners at [Debt Free London](#) help to ensure priority bills and debts are met. Debt advisers can also provide advice on ways to deal with problem debt such as [debt relief orders](#) or breathing spaces
- [Pocket Power](#) help you search for discounts and cheaper deals for bills like energy, broadband, phone, and water
- [London Plus Credit union](#) offers a safe place for savings and a range of affordable loans to help with unexpected or seasonal costs\*. Be sure to ask for special offers available to our tenants.  
*\*subject to satisfactory checks.*
- We are working with [Money A&E](#) to offer 1-2-1 budgeting session, over the phone where you will also receive a £25 supermarket voucher\*  
*\*Please note places are limited and reserved for NHG tenants only.*
- You can find the Mayor of London's help with [cost-of-living resources here.](#)



## Support with energy costs

For advice on switching and support to apply for energy grants:

- If you live in Barnet, Brent, Ealing, Hammersmith and Fulham, Harrow, Hounslow, Hillingdon, RBKC or Westminster, you can self-refer to [Green Doctor](#)\*
- If you live in Camden, you can self-refer to [Wish Plus](#)\*
- If you live in Lambeth, Lewisham or Southwark, you can self-refer to [South London Healthy Homes](#)\*
- If you live in Essex you can self-refer to [Green Doctors Essex](#)  
*\* Please note eligibility criteria applies.*
- You can find useful information on paying energy bills and debts across the [Citizens advice](#) website
- The DWP (Department for Work and Pensions) operate a scheme for utility customers who are behind with bills. As part of the scheme the DWP make deductions at source for people in receipt of certain benefits (Income Support, Pension Credit, Employment and Support Allowance, income-based Jobseeker's Allowance or Universal Credit). You can apply direct to the DWP or to their water/energy company. In certain circumstances the company can simply apply direct to the DWP for the deductions to be made. For more information contact your local DHP office or your water or energy company.
- For information on the latest government support available please see this [cost of living factsheet](#)

● **Assistance funds and extra support:**

Many water and utilities suppliers operate assistance funds for customers on low incomes and/or extra support for vulnerable groups. Here are some links below, if yours isn't listed try looking on your supplier's website:

■ **Affinity Water**

[www.affinitywater.co.uk/lowincome](http://www.affinitywater.co.uk/lowincome) • 03453 572 401

■ **Anglian Water Assistance Fund**

[www.anglianwater.co.uk/assistance](http://www.anglianwater.co.uk/assistance) • 01733 421 060

■ **British Gas Energy Trust**

[www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk) • 01733 421 021

■ **EDF Energy Trust**

[www.edfenergytrust.org.uk](http://www.edfenergytrust.org.uk) • 01733 421 060

■ **EON Energy Fund**

<http://eonenergyfund.com> • 03303 801 090

■ **Anglian Water Assistance Fund**

[www.hartlepoolwater.co.uk/AWAF](http://www.hartlepoolwater.co.uk/AWAF) • 01733 421 060

■ **Npower Energy Fund**

[www.npowerenergyfund.com](http://www.npowerenergyfund.com) • 01733 421 060

■ **Scottish Power**

[www.scottishpower.co.uk/helpingyou](http://www.scottishpower.co.uk/helpingyou) • 0800 027 0072

■ **SSE Priority Services register and Careline**

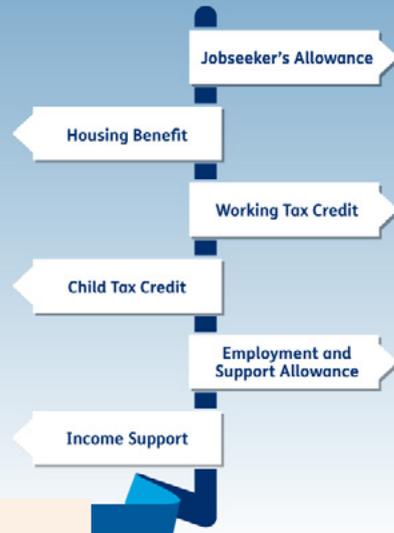
[www.sse.co.uk/priorityservicesregister](http://www.sse.co.uk/priorityservicesregister) • 0800 622 838

■ **Southern Water Essential's Tariff**

[payless@southernwater.co.uk](mailto:payless@southernwater.co.uk) • 0800 027 0363

■ **Thames Water Customer Assistance Fund**

[www.thameswater.co.uk/trustfund](http://www.thameswater.co.uk/trustfund) • 0800 111 4680



## Support with your benefits

- Use a [benefits calculator](#) here to check you're claiming everything you are entitled to
- If your benefits have stopped and you are unsure why, please contact the relevant benefit agency to find out more. You may just need to provide information or evidence about your circumstances so you should do this asap.
- If you have received a decision to stop your benefits, our in-house welfare benefits team may be able to help you challenge the decision. Please contact your housing officer to ask to be referred to our welfare benefits team \*  
*\*please note this service is only available for temporary, supported and general needs tenants*
- If you're on Housing benefit or Universal Credit but can't afford your rent (for example due to a benefit cap shortfall), you may be able to apply for a discretionary housing payment from your local council. You should contact your local council to find out how to apply or speak to your housing officer if you need support.



## Support with food costs

Visit The Trussell Trust for details of your [nearest food bank](#). If you need a referral to access a food bank, please speak to your local officer.

- We work with a network of food pantries and community supermarkets across London. To see if any support is available in your area, please see [here](#)
- You may be able to apply to your council's local welfare assistance scheme. These schemes are usually available to people on a low income who are in financial difficulty. Each local authority runs their own scheme with different rules but many help with food vouchers or small grants. To find out more please look on your council's website.
- Step change have put together information to help search for help with food or finances, please see [here](#)
- [NHS Healthy Start scheme](#) offers parents and child carers on low incomes help towards the cost of fruit, veg, pulses and milk. Those eligible will receive a prepaid card topped up automatically every 4 weeks and is redeemable at participating stores such as [Lidl](#). Please check to see [if you are eligible](#).



## Support for young families

- Baby banks provide free, second hand equipment, clothing and nappies to expectant mothers and families with children under age 5. We work with [SPACE baby bank](#) to deliver support in Brent, the Royal Borough of Kensington and Chelsea, and Hammersmith and Fulham.
- We are building up our network of baby banks all the time. To see what is available in your area you can search our database [here](#)
- You can [search this map](#) to find a baby bank in other areas

# More information

Our resident support programme operates [a database of partner organisations](#) offering support.

To keep updated on all employment and other support available please [join our mailing list here.](#)

