



Support for you and your family

Here are some ideas for finding help if you are looking for money advice, energy bills advice, employment support and cost of living support.





Money advice and support

Are you unsure which benefits you're entitled to? Do you need help with budgeting or managing debt? Whatever your situation, help is available.

These organisations provide practical advice and support on money matters and more. You can also find useful information on our website www.brighterplaces.co.uk/cost-of-living/

Our Tenancy Sustainment Team offer support to residents who are most in need. This might be help to manage money or support to give you confidence to manage independently. We work with partners who provide support and services in your area. Email tenancysustainment@brighterplaces.co.uk or call **0117 942 4600** (Ask for option 4).

The Money Saving Expert website has a useful guide on managing household budgets. www.moneysavingexpert.com/family/cost-of-living-survival-kit

Find out if you entitled to extra government support to help with household bills www.helpforhouseholds.campaign.gov.uk

Turn2us

**turn
2US**

Turn2us provide practical help to people who are struggling financially. Their website includes information on benefits and grants, support for energy and water bills plus other financial advice. It also includes a benefit checker so you can find out if you are entitled to any benefits or welfare support. www.turn2us.org.uk

You can also use the benefit checker on www.entitledto.co.uk

Money Helper

**Money
Helper**

Money Helper is an online service that brings together a network of nationwide debt advisers who provide free, confidential, and independent debt advice. All the agencies used are accredited and regulated by the Financial Conduct Authority.

www.moneyhelper.org.uk/en

Citizens Advice

**citizens
advice**

Citizens Advice provides free and confidential advice nationwide about debt, finances and other support issues. Use the postcode checker on their website to find your local support service www.citizensadvice.org.uk

You can call them on **0800 144 8848** or chat to an adviser online 9am to 5pm Monday to Friday.

TalkingMoney

talking money
advice, support & information

Talking Money provides free, independent, specialist money advice to people living in Bristol. This includes debt, energy debt, benefits, and advice on how to maximise your income.

They provide up to date advice on their website www.talkingmoney.org.uk

Debt Free Advice



Debt Free Advice offer free impartial advice about local support in your area. They provide support on the phone, video chat, WhatsApp and at advice centres. Visit their website www.debtfreeadvice.com

Great Western Credit Union



Great Western Credit Union provides fair and affordable financial services to people living or working in the South West. www.greatwesterncu.org

West of England



The West of England combined authority (WECA) offers help with training and skills development. If you live in Bristol, Bath & NE Somerset or South Gloucestershire, you can find out more on their website www.westofengland-ca.gov.uk/what-we-do/employment-skills/

One Front Door



One Front Door is a free service that helps unemployed people in Bristol to find work and training, and support services available to them.

You can call them on **0117 922 3440** 9am to 5pm on weekdays or visit www.onefrontdoor.org.uk



FUTURE BRIGHT ■ Support
▲ Advice
▶ Skills

Employment

Do you want a better job? Do you wish you could progress at work? Perhaps you want a new career? Future Bright can help. We have trained career coaches who can arrange training, volunteering and in-work support to help you improve your skills and reach your goals.

Future Bright is a free and confidential service for people living in Bristol, Bath & NE Somerset and South Gloucestershire. It's available to anyone aged 18 or over who is in paid work (including zero hours and self-employed). Our support is tailored to each individual and we can even arrange practical support such as help with childcare costs and transport to attend a course.

Call **0117 942 4600** or email futurebright@brighterplaces.co.uk



Keeping warm

Everyone has the right to a warm and comfortable home. Check the 'Keeping Warm' page on our website www.brighterplaces.co.uk/keeping-warm/ for information, advice, and support to help you keep your home warm and manage your energy bill.

You can also check your energy provider's website. Most providers have information and guidance to help you, including how to keep track of your energy use and understanding your bills.

The energy regulator OFGEM provides information on what to do if you cannot afford your energy bills. Visit ofgem.gov.uk and search 'Energy advice for households'.



Tenant Support Fund

Our Tenant Support Fund provides financial support to residents experiencing financial hardship. Call **0117 942 4600** and ask for your Housing Officer and we can discuss how best to help.

We are here to help

If you need more support, please contact our customer services team or your housing officer on **0117 942 4600**, or email info@brighterplaces.co.uk



Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX

General Enquiries 0117 942 4600 / E: info@brighterplaces.co.uk

www.brighterplaces.co.uk

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