Support for you and your family

Advice about money, energy bills, employment and cost of living support.

Brighter Places

Building better futures

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.

Our Tenancy Sustainment Team offer support to customers who are most in need. We also work with partners who provide support and services in your area. Call us on **0117 942 4600** and we will discuss your needs.

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

Other useful organisations for help with managing your household budget and bills include:

Step Change

Step Change Debt Charity

Free, independent specialist money advice. Help with debt, including energy debt and how to maximise your income. **www.stepchange.org**

Great Western Credit Union

GREAT WESTERN CREDIT UNION

Fair and affordable financial services to people living or working in the South West.

www.greatwesterncu.org

Debt Advice

If you are struggling with debt, these local partners provide free, non-judgemental and specialist advice:

Welfare Rights and Money Advice Service

0117 352 1888 9.00am – 1.00pm

Citizens Advice Bureau

0800 1448848 **www.citizensadvice.org.uk**

North Bristol Advice Centre

0117 951 5751 **www.northbristoladvice.org.uk**

St Paul's Advice Centre

0117 955 2981 **www.stpaulsadvice.org.uk**

South Bristol Advice Service

0117 985 1122 **www.southbristoladvice.co.uk**

Further help and advice is also available from these national services.

www.maps.org
(money and pensions service)

www.england.shelter.org.uk

www.turn2us.org.uk

www.nationaldebtline.org

www.talkingmoney.org.uk

Tenancy sustainment support

We offer many kinds of support and advice to help our customers most in need to enjoy their homes and improve their life. We call this tenancy sustainment. The Tenancy Sustainment Team work with other organisations and can help you find support services near you.

This includes help:

- to apply for welfare benefits
- for foodbank referrals
- to apply to charities for white goods and household items
- with budgeting
- if you are behind on your rent payments
- if you're experiencing sudden, unexpected financial hardship you may be eligible for our Tenancy Support Fund - financial support in the form of supermarket shopping or energy vouchers

Keeping Warm

Everyone has the right to a warm and comfortable home. Visit **www.brighterplaces.co.uk/keeping-warm** for 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 guidance to help you, including how to keep track of your energy use and understand your bill.

The energy regulator OFGEM has helpful information if you cannot afford your energy bills. Search 'Energy advice for households.' **www.ofgem.gov.uk**

Our Tenant Support Fund provides financial support in the form of energy vouchers for customers experiencing sudden, unplanned financial hardship. To find out if you are eligible call us on the number below.

We are here to support you

If you need more support, please get in touch. Call **0117 942 4600** or email **info@brighterplaces.co.uk**

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www.brighterplaces.co.uk

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