

Financial Hardship / Financial Inclusion

Tendring District Council are committed to helping residents who are experiencing financial hardship or financial inclusion. We recognise the devastating effects financial difficulties can have and are here to provide support and advice to those that need it and affordable financial products and services to meet your needs.

Increasing energy prices, rising costs of living, stagnating wages and reduced benefits have seen increasing numbers of households experience financial hardship. We are here to provide support, either directly, or through our partners.

What you can expect from us:

- We will recognise households who are struggling and take a supportive and empathetic approach to help them improve their financial situation.
- Our dedicated officers are here to provide tailored advice and support to those that need it.
- We will work with you to set up affordable repayment arrangements to clear rent arrears.



What we expect from you:

- That you prioritise your rent and service charge payments.
- You contact us as soon as you fall into difficulties.
- You work with us to help you maximise your income.



How we may help:

We can offer help/advice with claiming benefits, including Universal Credit, Housing Benefit, Discretionary Housing Payments including backdated claims for Universal Credit Housing Costs and Housing Benefit. We can chase possible missing benefit payments on your behalf and signpost or refer you to external agencies for debt advice and support.

Other support we can offer:

- Provide help applying to Essex County Council for the Household Support Fund Grant.
- To actively promote homeless prevention and access Homeless Prevention Grant where appropriate.
- Contact energy/utility companies to request waiving high arrears or apply for funds to help with energy bills.
- Provide advice on Food Bank Vouchers.
- Provide help and advice to those affected by migration from Housing Benefit to Universal Credit.

If you would like to contact us for advice you can email us at
treed@tendringdc.gov.uk or rentsteam@tendringdc.gov.uk

Call us on 01255 686291 or 01255 686468

Come into one of our drop in's at our Pier Avenue Offices
on alternate Tuesdays 10am to 1pm with effect from 9th July 2024