

TAFF

COST OF LIVING

PLEASE NOTE: IF WE DO NOT HAVE ENOUGH CAPACITY TO SUPPORT PEOPLE, WE WILL REFER TO APPROPRIATE AGENCIES WHO CAN.

HARDSHIP FUND

Additional financial support available for tenants

Our Hardship Fund is to support those in severe financial hardship. If you are struggling to afford essential items or rent Please speak to your income officer. They will carry out an assessment of your incoming & outgoings

Please Note: Our hardship fund is only available to those most in need so we cannot guarantee we will be able to help everybody



MORE SUPPORT

More money and budgeting advice for tenants

Increased the amount of direct support available, via our Community Inclusion Team

If you would like Support with budgeting or managing your tenancy, please speak to your Neighbourhood or Income Officer for a referral



FREE IT EQUIPMENT

Reconditioned laptops and phones for tenants

We are reconditioning IT and Phones to allow tenants to have access to these for free.

Please contact our Customer Service Team for more information



WELLBEING & FOOD POVERTY

Fortnightly Winter Wellbeing Club with free food and companionship

We run a Winter Wellbeing club at our offices at Alexandra House in Canton. You can get free food, warmth and listen to interesting speakers. A great opportunity to socialise and get support. The next date is Tuesday 31st January 12-2pm. Food is served at midday. No need to book.

To find out more, please contact our Inclusion Team Manager, Clare Dickinson, clare.dickinson@taffhousing.co.uk



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EMERGENCY FUEL & FOOD VOUCHERS

To support tenants on a prepayment meter with high energy costs.



We can help tenants on a prepayment meter access fuel vouchers and we can also provide access to the foodbank.

Both forms of support are via partner agencies

These are not always available, but please speak to your Neighbourhood or Income Officer for more information.

WELLBEING CALLS

Check in calls to tenants who feel worried or isolated

We will be contacting tenants who feel vulnerable, lonely or anxious to check in on them over the winter.



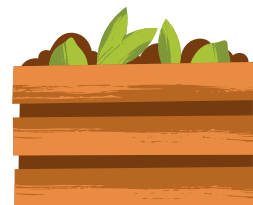
If you would benefit from a regular check in call from us, let our Customer Service Team know via live chat, on the phone – 0800 121 6064 or via our website contact form.

COMMUNITY ALLOTMENT

Chance for tenants to grow their own food

Are you interested in growing your own food? We have recently increased the size of our allotment and working on creating raised beds to enable tenants to grow their own food. These should be ready in the next few months.

If you are interested, please speak to Ria Cuss on 02920259188



CHRISTMAS AND EID

Our Little Wish Present Appeal will provide presents to children at Eid and Christmas

To register your interest in this, please let our Customer Service Team know. They can be reached on livechat, or on the phone 0800 121 6064



ENERGY SAVING

Interested in having energy saving items fitted in your home?

We are always looking for tenants to work with on fitting solar panels, insulation and intelligent energy systems.

Please contact our Decarbonisation Tenant Engagement Officer, Mathias, 02920 259194 for more information

