

Help with money



How can Stonewater
help me?

Paying your rent

We want our customers to know that whatever financial hardship you find yourself in, we won't judge and we are here to help.

If you're finding paying your rent difficult, it's important that you speak to us as soon as you can so we can do our best to support you. We can help to set up a payment plan which is affordable and we'll never take action against you, even if it takes some time to pay off any arrears.

Call us on 01202 319 119 and a dedicated member of our Income team will be in touch.

Access to Local Support

Our team can help with sourcing funding for essential items and ongoing support in your local area. Get in touch via email: customers@stonewater.org

Community Investment Grants

These grants provide funding that can assist individuals with specific challenges or fund projects and activities that help transform entire communities and neighbourhoods. The aim of these grants is to make a positive difference to our neighbourhoods and the lives of our customers residing there. To find out more or make an application for one please contact us at customers@stonewater.org.

Energy bills and suppliers

Make sure you check out the Energy Hub on our website for tips and advice on using energy efficiently. We have a dedicated team who can support you if you're finding it hard to meet the costs of heating your home. Call us on 01202 319 119 or email customers@stonewater.org.

Discounts on essentials

Our MyRewards scheme offers discounts on everyday essentials to help save money while you shop. To use it, sign in or register at myhome.stonewater.org.

We Are Digital

We partner with We Are Digital to help our customers build on their digital skills, helping them to get to grips with apps, emails, social media and online banking. It doesn't matter if you don't have internet access or a digital device – We Are Digital will supply both.

Email customer.engagement@stonewater.org if you'd like more information or refer yourself directly by calling 0114 551 2551.

Stay Nimble

We've partnered with Stay Nimble to help customers who need support with skills for the modern workplace. Through short courses, coaching and practical career advice, Stay Nimble can match your existing skills and experience to new, in-demand roles and help you to bridge any skills gaps you may have to get them. Contact us on employability@stonewater.org to find out more.

Employability support

We can offer one-to-one support to help customers get into work or take that next step in their career – this can include coaching, advice and access to training courses. Get in touch for more information: employability@stonewater.org.

Clean Sweep grants

The aim of Clean Sweep Grants is to make a positive difference to the physical spaces in communities and the lives of our customers as a result.

We particularly support work which:

- Improves the general appearance of the area
- Improves the use of communal spaces including communal gardens

If you've got a clean sweep idea and would like to talk to us about it, please contact us on customers@stonewater.org



The Longleigh Foundation is Stonewater's charity partner, providing grants that support our customers and communities in a number of ways. You can find out more about Longleigh here: longleigh.org. If you think you could benefit from a Longleigh grant and meet the required criteria then please get in touch by emailing customer_engagement@stonewater.org or calling us on 01202 312 715.

Longleigh Circles of Support

Longleigh also funds a number of community organisations to provide access to longer-term support around your financial, emotional and physical health and wellbeing. Support from the following four organisations is available, subject to their capacity, and can be provided remotely in a way that works best for you.

Clean Slate can give assistance to people with money or debt worries. They offer practical support with money management, including guidance with budgeting, benefits, savings, signposting to other agencies and debt advice. You can arrange an appointment directly with Clean Slate (cleanslateuk.com) by calling 01453 796050 or emailing glos@cleanslateltd.co.uk.

Kaleidoscope Plus Group (KPG)

(kaleidoscopeplus.org.uk) is a leading national mental health and wellbeing charity that offers a wide range of services for those experiencing mental ill health. They offer either one-to-one counselling or wellbeing workshops. You can call them on 0121 565 5605 or email: counselling@kaleidoscopeplus.org.uk.

Community Health Works health-works.co.uk are a team of qualified nutritionists and yoga instructors who offer, among other things, interactive 'cooking on a budget' sessions, yoga workshops, regular Facebook live sessions on diverse topics, tailor-made support through one-to-one programmes, and group programmes on stress management and other topics. You can contact Community Health-Works on hello@health-works.co.uk

Help from other organisations

Food banks and parcels

Your local food banks work with referral agencies to issue food vouchers to those in need of emergency food in times of crisis. To find your local food bank visit the Trussell Trust website: trusselltrust.org/get-help/find-a-foodbank. They can also help with things like debt advice, mental health support, or benefits guidance.

Local Welfare Provision Funds

If you're struggling financially, Local Welfare Provision Funds may be available from your local authority to help with costs like food and bills. Each local authority is given a pot of money from the government to run its own local welfare fund and it can choose how to use the money locally. You should get in touch with your council to find out what support it is able to provide you. More information can be found here: entitledto.co.uk/help/Local-welfare-fund.

Discretionary Housing Payments (DHP)

A DHP is an extra payment made by your local council to help with housing costs such as your rent. These payments are usually given if you've been finding it hard to pay your rent in full and your Housing Benefit or Universal Credit payment has been reduced, and do not need to be paid back.

You can apply through your local council: gov.uk/find-local-council. This can be done online or by requesting a form, which is sent in the post. We may also be able to support you with applications for discretionary housing payment and our Income Team offers free, impartial one-to-one sessions to talk about how we might be able to help. Contact us on 01202 319119 or email income.team@stonewater.org.

Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have a long-term physical or mental health condition or disability, and have difficulty doing certain everyday tasks or getting around because of your condition.

You can get a PIP even if you're working, have savings or are getting most other benefits. For more information about PIP, visit the Government website (gov.uk/pip/how-to-claim) or call 0800 917 2222.

Social tariffs for mobile and broadband

Social tariffs are reduced cost broadband and phone plans for households on lower incomes. For more information, contact your provider to ask if they offer social tariffs, or you can find a list of providers at Ofcom.org.

Support with benefits

If you don't know what benefits you're eligible for, entitledto.co.uk and turn2us.org.uk have calculators that can help. If you want to find out more about applying for Universal Credit, try this free tool which will walk you through the process: uc-helper.co.uk. Citizens Advice also offer support with benefits: citizensadvice.org.uk/benefits/universal-credit.

Household Support Fund

The Household Support fund is money given by the Government to local councils in order to help people who are struggling to meet their daily living costs. This could be for items such as food, clothing, and utilities. This grant funding is available to families with children of all ages, pensioners, and other low-income households, particularly those who cannot increase their income through work. Customers who are finding it hard to meet their daily living costs should contact their local council to find out more information and access the fund.

Your local council

Lots of local councils have set up cost of living support, including online resources, warm banks and helplines. Check out your local council's website for more information on assistance you can get locally.

Support and advice charities

There are lots of charities who can help with financial support, debt advice or just someone to talk to about money, including Christians against poverty (capuk.org), Step Change (stepchange.org), Money Advice (moneyadvice.co.uk) and the National Debt Advice Line (nationaldebtline.org).