

## No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ:

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信息, 請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە.

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

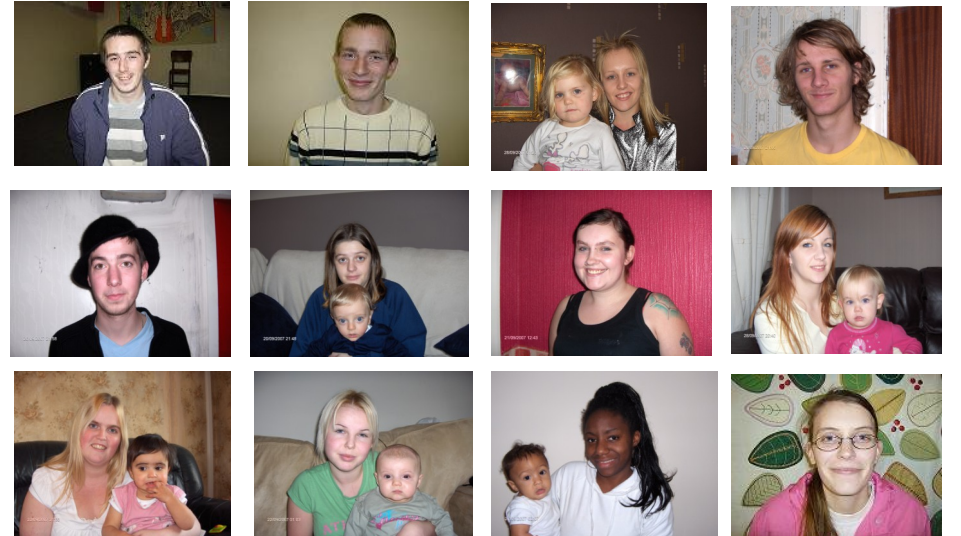
Nie mówisz po angielsku? Po informacje zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

For information in large print, audio, Braille or to request a signer to speak to us please contact 01724 279900.



## Information for 16 to 25-year-olds



North Lincolnshire Homes

Registered Address:

Meridian House,

Normanby Road,

Scunthorpe

North Lincolnshire

DN15 8QZ

Telephone: (01724) 279900

Registered in England and Wales  
Registered company number 053939434  
Registered charities number 1117952

## Are you aged between 16 and 25 and need help and support with:

- |                            |                               |
|----------------------------|-------------------------------|
| Preparing budget plans     | Housing benefits              |
| Applying for loans         | Rent arrears                  |
| Accessing support services | Benefit claims & form filling |
| Maintaining your tenancy   | Paying household bills        |

North Lincolnshire Homes can help you today.



North Lincolnshire Homes employs a Young Persons Housing Support Officer to help you with any queries you might have and offer you the support you might need.

For help and advice, contact:

Terry Bavin, tel 01724 298812  
07717586647

[terry.bavin@nlhomes.org.uk](mailto:terry.bavin@nlhomes.org.uk)

This booklet is designed to offer advice to help you be a happy and successful tenant with North Lincolnshire Homes.

- |        |                  |         |                 |
|--------|------------------|---------|-----------------|
| Page 3 | Paying your rent | Page 6  | Moving in       |
| Page 4 | Housing Benefit  | Page 9  | Useful contacts |
| Page 5 | Grants and loans | Page 10 | Budgets         |

## Over to you

What needs paying	How much does it cost?
	Weekly budget
Rent	
Council Tax (with 25% single person's discount + water rates)	
Electricity (card meter)	
Gas (card meter)	
Cleaning stuff/toiletries	
Food	
Phone	
TV licence	
Bus fares	
Having fun	
<b>Total</b>	

## How do I budget



An example of how to budget

What needs paying	How much does it cost?	
	Working (weekly budget)	18 and claiming benefits (weekly budget)
Rent	£61	I get housing benefit
Council Tax (with 25% single person's discount + water rates)	£20	£8
Electricity (card meter)	£5	£5
Gas (card meter)	£5	£5
Cleaning Stuff/Toiletries	£3	£2
Food	£25	£15
Phone (pay as you go)	£5	£3
TV Licence	£3	£3
Bus Fares	£8	Walk!
Having Fun	£10	£5
<b>Total</b>	<b>£145</b>	<b>£46</b>

## Paying Your Rent

We want to make life easier for you, which is why we have provided several ways for you to pay your rent. Rent is due in advance and is payable every Monday. Arrangements can be made to pay fortnightly or monthly.

### Ways to pay your rent



#### Swipe card

Tenants who don't pay by direct debit will receive a swipe card. This can be used with cash, or a credit or debit card, at any Post Office, Payzone or E-pay outlet across the country. If you lose your card or need a replacement please call **01724 279900**.



#### Telephone payments

You can pay over the phone with your debit or credit card. To do this call **01724 279900** and ask for the Rent Recovery Team. You will pay an additional charge of 2.25% for using credit cards.



#### Internet payments

Pay online at [www.allpayments](http://www.allpayments), or link to online payments at [www.nlhomes.org.uk](http://www.nlhomes.org.uk). All you need is your Allpay swipe card and your debit or credit card. The website accepts payments from Mastercard, Visa, Delta, Maestro (Switch) and Solo logos.

We are here to help and are happy to answer any questions you might have about your rent payments. It is important that you contact North Lincolnshire Homes should you ever have difficulty in paying your rent. Non-payment of rent could lead to you losing your home.

## Money tight?

You might be able to get a hand paying something towards your rent.

Housing Benefit may be the answer.



## Applying for Housing Benefit

You **don't** get housing benefit automatically, **you have to apply for it.**

When you sign up for your home you can get help to fill in a Housing Benefit and Council Tax Benefit claim form. **You must make sure you fill in the date you are claiming from.** You will only get Housing Benefit if you are living in your property.

Depending on your personal circumstances you **may not** get full Housing Benefit and Council Tax Benefit, any **shortfall in benefits must still be paid for weekly by you** to stop you getting into debt.

Housing Benefit officers will ask you for loads of **proof** of your identify and residence. If you **do not have to hand what they are asking for** it is likely to cause a delay in processing your claim. They might even **cancel** your claim and you'll have to pay all the rent.

If you are single you can claim for a **25% single person's discount on Council Tax** but you must **apply** for it, you **don't** get it automatically.

## REMEMBER

Housing Benefit officers will ask for loads of **PROOF**, get it in on time! Your claim will not be processed without it.

If your circumstances change, for example, getting a job, Housing Benefit need to be informed as this can affect your claim. It's a total pain, but if you don't you may end up with loads of arrears to pay back.

Don't assume you will get full benefit always communicate.

Don't bury your head in the sand - it's down to you!

## Housing

North Lincolnshire Homes	01724 279900
North Lincolnshire Homes Repairs Hotline	0800 0326363
North Lincolnshire Council Benefits Team	01724 296131
North Lincolnshire Council's Housing Advice Team	01724 747654
Out of Office Hours emergencies (for advice and Assistance on homelessness and housing issues)	01724 276444

## Utility suppliers and services

Anglian Water services Ltd	08457 145 145
Electricity supply problems or power cuts (CE Electric UK previously YEDL)	0800 375675
Gas Leaks – Transco	0800 111999
Severn Trent Water Ltd (Emergencies)	0800 783 4444

## Advice and information

Citizens Advice Bureau	01724 848645
Childline	0800 1111
Consumer Direct	08454 040506
Cruse Bereavement Care (Young Person's Helpline)	0808 808 1677
Drinkline	0800 917 8282
Domestic Violence Helpline	0808 2000 247
NHS Direct	0845 46 47
NSPCC	0808 800 5000
National Debtline	0808 808 4000
Parentline Plus	0808 800 2222
Public Transport Information (Traveline)	0871 200 22 33
The Samaritans	08457 90 90 90
ROOF (Young people's housing advice)	01724 281468

## Crime and public safety

Crimestoppers	0800 555 111
Drugs Hotline	0800 526475
Humberside Fire and Rescue Service	01724 295900
Humberside Police	0845 60 60 222

Please see North Lincolnshire Homes USEFUL CONTACTS BOOKLET – in the Tenancy Handbook for more contact numbers

## Empty flat syndrome

Moving into an unfurnished flat can seem horrible at first, bare walls and no furniture but time and effort will make your new house into your HOME.

### Tips for transforming your new home:

**CHEAP** white paint – mix one of those cheap tester pots in and stir to make coloured paint.

**HORRIBLE WALL PAPER?** - To get rid of it damp it down with water and scrape it off with a wall paper scraper – good for the muscles!

**FURNITURE** – can be the hardest to get hold of if you can't borrow from family or friends – check out charity shops, markets and local papers for second hand stuff or there could be a furniture project in your area, try:

**Anti-Poverty tel: 01724 850729**

**Active Community Team tel: 01724 282010.**

**CARPETS** – try some cheap rugs or visit the carpet shops for some off cuts.

**CURTAINS** – you can use sheets, table cloths and if you have no rail to hang them, try blu tack or tape.

**BITS and PIECES** – jumble sales, charity shops. Try buying only what you need and build it up. Do you really need six bowls or will one or two do for now and do they have to match? It won't change the taste.

**So what if the curtains you got from granny are a horrid green colour with big purple flowers on them? - remember everyone has to start somewhere. When you get some cash you can buy something different. But in the mean time when you get dressed the whole street won't know about it.**



## Grants and loans Can I apply for one?

### Community Care Grant

A Community Care Grant is intended to promote community care and provide help to people who have to cope with special difficulties.

Community Care Grants **do not have to be paid back**. You may be eligible for a Community Care Grant if you are getting:

**Income Support**

**Income-based Jobseeker's Allowance**

"This award will make so much difference to us setting up our new home many thanks" (£690)

"Thank you so much for helping me apply for a grant didn't think I would get anything." (£1,200)

### Budgeting loans

A Budgeting Loan is an **interest-free** loan intended to help spread the cost of expenses that you are unable to pay for using your normal income. You may be eligible for a Budgeting Loan if you are getting any of the following:

**Income Support**

**Income-based Jobseeker's Allowance**

### Crisis loans

A Crisis Loan is an interest free loan to help you meet any immediate short-term needs in an emergency or as a result of a disaster. You have to show you have no other means of getting help.

**If you are applying for a Budgeting or Crisis Loan you or your partner must have been getting one of these benefits or entitlements, for at least 26 weeks.**

If you get a Budgeting Loan or a Crisis Loan **you will have to pay back the money you get**. This will be done weekly, from your Income Support, Income-based Jobseeker's Allowance, or any other benefit until the loan has been repaid.

**For advice on how to apply contact:**

**The Job Centre, tel 0845 6060 234 or**

**Terry Bavin at North Lincolnshire Homes, tel 01724 298812 or 07717586647**



## Moving into your new home

### Have you completed the green Application for Housing Benefit and Council Tax form?

**GET THE FORM IN – a delay can result in loss of benefit. Don't forget to include:**

- Proof of Identity** – eg National Insurance Number for yourself and partner
- Proof of Income** – eg last five wage slips
- Proof of capital** – eg bank books
- Proof of rent** – eg your tenancy agreement

The form can be returned to North Lincolnshire Council's Benefits Section (01724 296131) or any Local Link Office.

### Have you contacted utility companies to set up your new accounts for?:

- Gas
- Electric
- Water and sewerage

North Lincolnshire Homes owns your property. You will have to contact **Housing Repairs, tel 0800 0326363** to have the gas safety disc removed before you will be able to use your gas.

**If you have token meters** you will have to make sure that your electricity meter has been reset so that when you put your token in you are not paying someone else's debt.

**You will also need to make sure that if you have a Gas Token meter** that you have also had your meter reset and you have been sent a New Card. You will have to make sure that you have some credit on the meter or the new card before the Housing Repairs can remove your Gas 'safety' ring.

## take a note...

Gas meter reading & date .....

Electric meter reading & date .....

## gas and electricity...

Gas supplier address & telephone number

.....  
 .....  
 .....

Electricity supplier address & telephone number

.....  
 .....  
 .....

## other contacts

Anglian Water .....

Severn Trent Water .....