

FOR YOUR BENEFIT

OUR WELFARE BENEFITS SERVICE



Housing 21 is committed to **increasing benefit take-up** amongst our residents and employ two **welfare benefit managers** to work alongside our court managers to provide up-to-date **information and advice** to our residents.

A lot of older people are managing on inadequate incomes and are not receiving their **full entitlement** to benefits.

Millions of pounds go **unclaimed** every year simply because people do not know what or how much is available or how to make a claim.

Housing 21 is committed to increasing benefit take-up amongst our residents and employ two welfare benefit managers to work alongside our court managers to provide up-to-date information and advice on areas such as: **Pension Credit, Attendance Allowance, Disability Living Allowance and Housing and Council Tax Benefit.**

SO, WHAT DOES THIS MEAN FOR YOU?

- Each of our courts has a fully stocked **Benefit Information Centre** containing leaflets and useful information.
- Court managers are trained to give general benefits **advice** and hold up-to-date **information** to enable them to answer most queries and provide help with filling in forms. Should a query that they are unable to answer be encountered they will seek help and advice from the benefit managers.
- A regular newsletter, **Money Matters**, offers benefits information and other

useful advice to help you get more from your money. It is published and distributed free of charge to residents.

- The benefit managers hold a programme of benefit health-check sessions on our courts. All residents are invited to attend for a general talk followed by individual personal consultations (in strict confidence).
- Successful claims have been achieved for our residents resulting in over £3.5 million in extra annual income over a five-year period from previously unclaimed benefits. Many residents have reported an improvement in their quality of life as a result of this increase in their incomes.

This is money that you have contributed during your working life and is an entitlement. Claiming some of it back could mean the difference between just 'getting by' and living a comfortable, independent and secure life.