

CORONAVIRUS COVID-19 WELFARE ADVICE NOTICE

19/3/2020



Has your income been reduced or lost as a direct result of Coronavirus COVID-19?

Tai Ceredigion appreciate that this is a difficult and challenging time and that many of our tenants may face financial hardship as a result of the Coronavirus.

We ask any tenant experiencing a loss of income or employment to telephone or email us to arrange a telephone discussion with a housing advisor or one of our welfare benefit advice team members. They can help with advice and agree individual payment plans.

We have established links with local food banks and other charities who can provide assistance, advice and support.

We will not start legal action against any tenant who gets into rent arrears as a direct result of the Coronavirus emergency, as long as the tenant has contacted us and agreed an individual payment plan.

Please remember that, in addition to our local housing advisors, our Cynnal Team (welfare benefit advice team) is available to provide you with free advice and support on 0345 6067654.

HOUSING BENEFIT / COUNCIL TAX REDUCTION

If you are currently claiming one or both of these benefits, and your income has changed, then you can report this change to Ceredigion County Council:

ceredigion.gov.uk/resident/benefits/changes-that-may-affect-your-entitlement/

UNIVERSAL CREDIT

If you are currently claiming Universal Credit and your income has changed you need to update your online journal as soon as possible.

www.understandinguniversalcredit.gov.uk/coronavirus/

CHANGE IN CIRCUMSTANCES – non UC claimants

If you are not currently on Housing Benefit or Universal Credit and your income has changed or has been lost because of Coronavirus, you will need to make a claim for Universal Credit.

www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses

PLEASE REMEMBER: Our Cynnal Team are on the end of the phone to support you on **0345 6067654**