

# Did you know...?

**You can get help and advice  
for the following:**

**COVID-19 Hardship Fund**

**Test & Trace Support Payment**

**Hotline Help & Support**

**Homeless or threatened with homelessness**

**Debt advice**

**Citizens Advice**

**Benefits Advice**

**Benefits Calculator**

**Universal Credit**

**Housing Benefit**

**Rent arrears**

**Mortgage Arrears**



## COVID-19 Hardship Fund

In association with Devon County Council, we have launched a Local Hardship Fund to support those whose financial situation has been affected by the current pandemic and are struggling for essentials for their household.

To check your eligibility and what this fund covers, go to:

**[teignbridge.gov.uk/covid19hardshipfund](https://teignbridge.gov.uk/covid19hardshipfund) or call 01626 215 512.**

## Test & Trace Support Payment

If you have been told by the NHS Track and Trace to self-isolate, either because you have tested positive for COVID-19 or you have been in contact with someone who has tested positive, you may be entitled to receive a lump sum payment of £500.

To find out more and apply, go to: **[teignbridge.gov.uk/testandtraceclaim](https://teignbridge.gov.uk/testandtraceclaim)** or call **01626 215 512**.

## Hotline Help & Support

Do you need help or support during the COVID-19 pandemic? Do you know someone who does? We have a hotline service to help people who are feeling isolated or who need help and support to get them through the COVID-19 pandemic.

Call **01626 215 512** or email: **[coronavirus.support@teignbridge.gov.uk](mailto:coronavirus.support@teignbridge.gov.uk)**

## Homeless or threatened with homelessness

If you are homeless or threatened with homelessness you can contact the Teignbridge Housing Options team on:

**01626 215347** or **[housingoptions@teignbridge.gov.uk](mailto:housingoptions@teignbridge.gov.uk)**

## Debt advice

If you have debts you can contact the Money Advice Service, which covers the Teignbridge area, on **01752 208126**.

## Citizens Advice

Citizens Advice provide free, confidential and impartial advice. Advice is available online at **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** and over the phone on **03444 111444**.

## Benefits Advice

If you contact Teignbridge Council on **01626 361101**, our benefits service team will be able to offer advice and, if applicable, refer you to the Homemaker service for an assessment on which benefits you may be entitled to and which benefits would be best for you.

## Benefits Calculator

You can complete a benefits calculator, such as the one at **[entitledto.co.uk/benefits-calculator](http://entitledto.co.uk/benefits-calculator)** to see which benefits you're entitled to. If you're already receiving benefits other than Universal credit, there is an option at the end of the calculation to do a comparison with what you would receive if you switched to Universal Credit.

**Teignbridge  
District Council  
01626 361101**

**Monday-Thursday  
8.30am-5pm**

**Friday  
8.30am-4.30pm**

## Universal Credit

You may qualify for Universal Credit if you are on a low income. Universal Credit can help with rent payments, mortgage payments, and child care costs. You can apply for Universal Credit by completing an online application at [gov.uk/universal-credit/how-to-claim](https://gov.uk/universal-credit/how-to-claim) or by calling **0800 328 5644**.

## Housing Benefit

If you are in receipt of benefits other than Universal Credit, you may be eligible for Housing benefit towards your housing costs. You can apply for Housing Benefit by completing an application at: [teignbridge.gov.uk/benclaim](https://teignbridge.gov.uk/benclaim) or by calling Teignbridge Council on **01626 361101** and asking to speak to benefit services.

## Rent arrears

If you are having issues paying your rent, you may be eligible for a Discretionary Housing Payment. You will need to be in receipt of Housing Benefit or the Housing Element of Universal Credit to be eligible. You can download a form at: [teignbridge.gov.uk/dhp](https://teignbridge.gov.uk/dhp) or contact Teignbridge Council on **01626 361101** to request that a form is posted to you.

## Mortgage Arrears

If you're having difficulty paying your mortgage, you may be eligible for help towards the interest payments. This help is called Support for Mortgage Interest (SMI). You can see whether you're eligible and apply at: [gov.uk/support-for-mortgage-interest](https://gov.uk/support-for-mortgage-interest) or call Jobcentre Plus on **0800 169 0310**. You can also contact your mortgage provider who may be able to offer a payment holiday, depending upon your circumstances.