YOUR GUIDE TO
Money Advice



At Community Gateway, we know that feeling secure in your home means more than just a roof over your head, and that is why our Money Advice Team are here to provide support and advice, ensuring you can manage your tenancy with confidence and offer support when you need it most.

How we can support you

We offer a tailored, confidential service designed around your individual circumstances.

Whether you need a bit of guidance or more hands-on support, we can help with:

- General advice and guidance
- Checking your entitlement to benefits and grants
- Support with making claims online
- Help completing forms and applications
- Support with benefit appeals

Welfare benefits support

We are here to help you understand the benefits you may be entitled to and support you along the way.

Our team can check what benefits you are eligible for, help you make new claims, support you if your circumstances change and guide you through appeals.

Household item support

We can help you access grants and support to get the essential items you need to set up or maintain your home.

What we can help with:

- Beds and mattresses
- White goods such as fridges, freezers, washing machines and cookers
- Basic furniture like sofas, tables and wardrobes
- Flooring, where funding is available
- Everyday essentials such as kitchenware, bedding and small appliances

Where support may come from:

- Local welfare assistance schemes (depending on your council)
- National charities and hardship funds
- Specialist grants for people with disabilities, health conditions, or those fleeing domestic abuse

Energy support

If you are struggling with the cost of gas or electricity, we are here to help. We can provide support and connect you with trusted organisations.

Types of support available:

- Fuel vouchers for tenants using prepayment meters in emergency situations
- Emergency top-ups for gas or electricity

Additional support and referrals:

- Local energy advice charities
- Citizens Advice energy specialists
- Organisations offering help with energy saving, budgeting and managing energy debt

Grant support

We can help you apply for a range of financial and hardship grants, depending on your situation. This support can help with essential living costs, unexpected emergencies, health-related needs or times of financial crisis.

Types of grants we can help with:

- Hardship grants to support emergency living costs
- Charitable grants for people with disabilities, long-term health conditions, or other specific needs
- Crisis grants for those facing immediate financial difficulty

Disability benefits

If you are living with a long-term medical condition or disability, you may be entitled to Personal Independence Payment if you are of working age, or Attendance Allowance if you are aged 67 or over.
Our Money Advice Team has expert advisors who will be happy to talk to you about entitlement and how to apply. They can complete the application forms with you and guide you through the claims process.

Benefits calculator

You can use an independent, free and anonymous benefits calculator to check what you could be entitled to. This will give you an estimate of:

- The benefits you could get
- How much your benefit payments could be
- How your benefits will be affected if you start work or increase your hours
- How your benefits will be affected if your circumstances change, for example if you have a child or someone moves out of your home

For information on income-related benefits, contribution-based benefits, Universal Credit, Tax Credits, Council Tax support and Carers' Allowance, use:

Preston City Council benefits calculator
Turn2Us benefits calculator
Entitled To calculator

How to contact us

If you need help or advice, please contact our Money Advice Team:

- Call: **0800 953 0213 (option 4)**
- Email: moneyadviceteam@communitygateway.co.uk
- Visit our website: Complete the form on our website at www.communitygateway.co.uk/money-advice
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW** (Monday - Friday 10am - 4pm)

Scan Here

To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.

Scan Here

To access our video library, where you can listen to our guides in English, Arabic, Polish, Hungarian and Persian.

Request this guide in a different format

If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6).**

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: www.communitygateway.co.uk/complaints-and-compliments
- Email: complaints@communitygateway.co.uk
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

community gateway

www.communitygateway.co.uk