

Resident Support Fund

October 2020



Background

- Scheme to support residents impacted by COVID-19
- Regardless of their work status or living arrangements who have been hugely impacted by the outbreak of Covid and need additional help
- Online application form
- Residents will be able to apply for a grant, interest free loan and or a digital inclusion package (laptop, internet connection, digital skills)
- Average payment for grant fund is £1.5K

What Help is Available as Part of the Fund?

- **Mortgage arrears** - Help with the interest part of mortgage payments only within the COVID 19 period
- **Rent arrears** - Help with rent arrears regardless of the tenure type
- **Council Tax arrears** - Help with arrears payments primarily for those who are working
- **Food and fuel relief** - a payment made to alleviate hardship from a sudden loss of income
- **HB overpayment relief** - Overpayment instalment plan that customer has been unable to pay due to COVID
- **Paying off debts** - Credit cards - Store Cards etc
- **Debt Advice from CAB** - Debt advice – referring customers to CAB for budgeting plans etc.
- **Interest free loan** - Instead of having to use loan sharks, payday loans. Applicants deemed eligible for a loan will be referred to our Credit Union partner for a financial assessment.

What Help is Available as Part of the Fund?

- **Bereavement support** - Costs of bereavement counselling will be partly or fully met. Funeral costs incurred over the period
- **Training and skills** - Residents put out of work may need help with retraining, to either refresh their skills or learn new ones
- **Supporting Digital Inclusion** - Digital Training, Internet Connection, Device and insurance
- **Unexpected costs due to COVID** - i.e having to take taxis rather than buses which have dwindled savings
- **Respite/Support for Young Carers** - A payment could be made to such a person should they be able to arrange respite care, for days out or other expenditure relating to their own well-being
- **Track and Trace** - Grant funding will be made available to supplement the salaries of those who would otherwise not be able to isolate due to the loss of income and the subsequent impact of this on their households (Available for residents who self isolated prior to 28 September)

Who is the Help Available For?

To be eligible for this fund residents must meet the following criteria:

- Be a Brent Resident aged 18 or over
- Have been impacted by COVID-19
- Have less than £6k in savings
- Are willing to provide information requested

What Type of Supporting Evidence May be Required?

- Bank Statement
- Rent Statement
- Mortgage Arrears statements
- Debt Statement
- Documentation must be from within the COVID period

What are Assessment Timescales?

- Currently approx. 4 weeks for grant and loan applications where the correct documentation has been provided
- Exceptions for this incl. support with Mental Health, and Training and Skills

Application Process

In what capacity are you applying? *

I wish to apply on behalf of someone else ▼

What is your relationship with the person you are applying on behalf of? *

First name *

Enter your first or given name

Last name *

Enter your last or family name

Email address *

Enter an email address in the correct format, like name@example.com We will only use this email address to contact you about this application.

Organisation name *

What do you wish to apply for? *

- A grant from Brent Council
- A interest-free loan
- A combination of both

Create a password *

If at any time you need to save this application, so you can come back to it later, you need to create a one-time password. Your password must be a minimum of 8 characters and include at least one number, one special character eg %, !, &, one uppercase character and one lower case character.

Confirm Password *



Application Details

Resident Support Fund: RG4905W2L2010202022

1. Before you begin ✓

2. Applicant details

3. Household details

4. Financial details

5. Summary

6. Upload documents

7. Declaration

Applicant details

Please provide your details, or the details of the person you are applying on behalf of, below.

Title *

Ms

First name *

Charlotte

Last name *

Moore

Are you a Brent member of staff?

No Yes

Ethnicity

Bangladeshi

Date of birth *

The Brent resident's grant is only available to people who are 18 or over. You can enter the date of birth either by selecting it through the calendar icon or manually like:

01 Mar 1970

|



National Insurance number *

You will find this on your National Insurance card, benefit letter, payslip or P60. For example, 'QQ123456C'.

|

UK telephone number *

Please provide a UK telephone number in the correct format like: 020 7946 0000 or 07700 900000 so we can get in touch regarding your application.

07865473809

Email address *

Enter an email address in the correct format, like name@example.com We will use this email address to send details of your application and if we have problems



*In addition to supporting documents, resident will require National Insurance Number

Screening Questions

1. Before you begin ✓

2. Applicant details ✓

3. Household details

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7. Declaration

Household details

Fields marked with an asterisk () are required.*

Do you live with a partner? *

No Yes

Do you do have any children, under the age of 18, living with you? *

No Yes

Do you have £6,000 or more in savings at moment? *

No Yes

Has your life been impacted by Coronavirus (Covid-19)? *

No Yes

Briefly tell us about how your life has been impacted *

Please explain exactly how you have been impacted and why you require additional help.

500 words max

Based on your current situation, you are eligible to apply for financial assistance

In the next stage of the application, you will be able to tell us more about the type of financial support you need.

Request Support

1. Before you begin ✓ 2. Applicant details ✓ 3. Household details ✓ 4. Financial details 5. Summary 6. Upload documents

7. Declaration

Financial support

What do you need financial assistance with? *

Tick as many as apply

- Rent arrears
- Mortgage arrears
- Housing benefit overpayment arrears
- Council Tax arrears
- Utility bill arrears (water, gas, electricity)
- Paying off debts
- Getting access to a laptop, hardware, software and broadband
- Household expenditure (food and fuel)
- Counselling and mental health services
- Skills training and further education
- Other Borrowings

Cancel

Previous

Save as draft

Next



*If requesting support with Council Tax, resident will need to provide Council Tax reference number
**If requesting support with Housing Benefit Overpayment, resident will need to provide Housing Benefit Reference Number

Document Upload

1. Before you begin ✓ 2. Applicant details ✓ 3. Household details ✓ 4. Financial details ✓ 5. Summary ✓ 6. Upload documents 7. Declaration

Upload documents

Please upload documentary proof showing how you have been impacted by Covid.

In order to process your application as quickly as possible, please upload the following documents before you can submit this form:

- A copy of a bank or building society statement from the account that you wish the grant to be paid into. Please ensure the sort code and account number is included on the statement submitted. If you do not have a bank account, a member of staff will contact you to discuss the best way for us to make a payment to you, if you are successful

Your name and address must be clearly visible on each. You will need to update the latest statement for each of the arrears you have listed. Failure to upload the required evidence may result in your application being delayed or declined.

If you need to share more documents at a later date, please share your queries/documents to Resident.support@brent.gov.uk. Please quote the application number in your mail.

Upload document

Document type ↑	Document name
There are no records to display.	

Cancel

Previous

Save as draft

Next



If encounter issues with document upload - resident.support@brent.gov.uk
Application can be saved as draft if not all documentation is to hand

Questions?