



Customer Panel October 22



We know times are hard and we want to do everything we can to help you with the rising cost of living. We had a great turnout with 28 customers joining us to find out how they can save a little money in these challenging times.

BMBC More Money in Your Pocket



It was great to welcome Barnsley Council to the event who shared their fantastic money saving website, "More Money in Your Pocket".

The website is packed full of useful hints and tips on how to save money, even down to days out with the kids, as we all know they can be so expensive!

You can find information on the website regarding;

- Support to help people through the cost-of-living crisis.
- Information about **FREE** or **DISCOUNTED** support.
- Information from across lots of other websites and may direct you to those websites.
- Household Support grants
- Support if you are struggling to pay your rent or mortgage
- Support with utility bills
- Support with accessing food

To find out more just click the link below;

[click here for more information](#)

Tenants First Team

Did you know our Tenants First are committed to helping and supporting you if you're struggling with the cost-of-living. Everyone's feeling the squeeze right now and worrying about money and this can affect your mental and physical health, so it's really important to get help and support.

The Tenants First service supports tenants with a wide range of tenancy issues as well as offering family support to tenants who have multiple support needs at a complex level. The team offer tenants a range of specialist, tailored ways to help them keep their tenancies and enjoy where they live. They work jointly with tenants and our partners to give support where and when it is needed.

Customers at the panel had the opportunity to meet and hear from the team about all the fantastic support they offer.



Not only do the team provide support on tenancy management, but they also offer help and advice on;

- Maximising Income
- Budgeting
- Managing Debt
- Applying for benefits
- Accessing grants
- Mental health

The team can provide expert advice on;

- Cost of living crisis
- Access to Food and clothing
- Welfare benefits
- Energy advice
- Discretionary Housing Payment
- Jobs and training

Hardship Fund

Did you know that we also have a Hardship fund, which is a one-off voucher payment to assist low-income households in significant financial hardship & who cannot access any other financial support. (Eligibility criteria applies)

Welcoming spaces



We've just launched our warm hubs, which are a series of welcoming spaces for tenants to pop along to for a cuppa, socialise and even join in some fun activities.

From 31 October we're offering six locations where you can go to stay warm and well this winter. There will be reading material and plug points to charge electricals, as well as advice on tenancy support. Our Housing Mental Health Workers will also be present to offer you support during the day if you are feeling anxious about the cost of living and it's affecting your mental health.

You'll also be able to take part in other activities including:

- Help to gain lifelong skills such as digital inclusion sessions to help you get online.
- 'Have a go' sessions hosted by the Achieve Programme, to help you get experience to be able to get into employment.
- Level 1 and 2 training sessions and self-employment workshops to help you make a difference in your community.

You can find the warm spaces at;

Pollyfox, Dodworth

Monday 10am – 2pm, starting on 31 Oct.

Willowcroft, Bolton on Dearne and Alder Close

Tuesday 10am – 2pm, starting 1 November

Honeywell

Wednesday 12pm – 4pm, starting 2 November

Dog Hill, Shafton

Wednesday 10am – 2pm, starting 2 November

St Andrews Hoyland

Friday 10am – 2pm, starting 4 November

So why not pop along and make new friends, learn a new skill, or just relax with a good book and a cup of tea.

You can find out more about the Warm spaces here;

[click here for more information](#)

As well as our venues, there are lots of other warm and welcoming spaces across the borough that you can access. You can have a look **here**.

Over to you

We didn't have any formal workshops at the event, but we did ask our customers to post any concerns or requests for contact into a box, and we've contacted all the customers that requested a call.

Please remember if you are feeling the pinch, there's lots of help out there and the Tenants First Team are on hand should you need them.

[Follow this link to contact the service.](#)