

# Need Financial Advice or Support ?



## Benefits

If you need basic advice and information regarding your benefits entitlement you can use one of the calculators linked to [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators). For one to one advice and support in more complicated circumstances, e.g. health related benefits, you can contact Citizens Advice Torfaen on 03444 772020. For help with a new claim for Housing Benefit or Council Tax Reduction please call the Council on Freephone 0300 456 3559



## Housing Association Tenants

Bron Afon      Tel: 0800 1114242 / 01633 620111  
Charter        Tel: 01633 212375  
                    or e-mail: [IncomeTeam@Seren-group.co.uk](mailto:IncomeTeam@Seren-group.co.uk)  
Melin Homes   Tel: 01495 745910  
                    or e-mail: [money.advice@melinhomes.co.uk](mailto:money.advice@melinhomes.co.uk)



## General Advice including for Private Sector Tenants and Owner-Occupiers

If you need advice and support generally you can contact:  
Torfaen's Financial Inclusion Team on 01495 766730  
or [financialinclusionteam@torfaen.gov.uk](mailto:financialinclusionteam@torfaen.gov.uk)  
Citizens Advice Torfaen 03444 772020  
Communities First            01633 647425  
If you are concerned about losing your home or are under the threat of homelessness, contact Torfaen's Housing Solutions Team on 01495 742301 or [housing.solutions@torfaen.gov.uk](mailto:housing.solutions@torfaen.gov.uk)



## Emergency Help

If you need help in an emergency you can get food vouchers from most of the agencies listed above, amongst others including several local authority departments and local charities.

An Emergency Assistance Payment (EAP) can help if you have experienced an emergency or disaster. More information can be found at [www.moneymadeclearwales.org](http://www.moneymadeclearwales.org)

For gas and electric emergency requirements you should contact your energy provider in the first instance. The Discretionary Assistance Fund is a fund of last resort contactable on Freephone 0800 859 5924 or at a local rate from mobiles 0330 101 5000

The Communities First Financial Inclusion Team administers a grant to relieve immediate financial hardship. There is a specific element of the grant which is to support residents over the age of 55 facing financial hardship,



## Family Support

If you have children and have other concerns as well as your financial position (for example, housing, physical or mental health, your child's behaviour, relationship issues, etc.) you can ask for a Family Support Referral to be made. Alternatively, you can self refer (for more information ask your GP for the Parent leaflet)

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