

The background of the entire page is a close-up photograph of a hand placing a wooden block onto a structure made of other wooden blocks. The structure is shaped like a simple house, with a triangular roof and a rectangular base. The hand is positioned as if about to place the block on top of the roof. The lighting is warm and orange, creating a soft, supportive atmosphere.

# HELP IS AT HAND

Support available to you if you  
are struggling to pay your rent

## YOUR RENT FROM APRIL 2023

**We are increasing your rent from Monday, 3 April.**

We recognise that any rent rises can be difficult to manage, especially during the cost-of-living crisis.

We have produced this leaflet to explain why we are increasing your rent, and what support is available.

Please contact us if, for whatever reason, you are struggling to pay your rent.

**You will not lose your home if you cannot pay your rent, as long as you work with us to manage any arrears you have.**

## WHY ARE WE INCREASING YOUR RENT?

**We are a not-for-profit organisation, and the income we receive from your rent payments is used to provide your services and maintain and build affordable homes.**

Unfortunately, high levels of inflation have resulted in an increase in these costs. For example, the price of labour and materials have gone up by between 10% and 15% in the last year, which increases the cost of completing repairs and home improvements such as new kitchens, bathrooms and boilers.

While a 7% increase is below current inflation levels, the rise will support us in providing these services.



## HELP IS AT HAND

**If you are struggling to pay your rent, please contact us, as we may be able to help.**



### **Cost-of-living support**

With inflation continuing to push up energy, food and other bills, we recognise that you may be facing difficult decisions on how to spend your money.

We may be able to provide you with short-term financial support, including heating and foodbank vouchers.

**Call: 0330 128 0330**



### **Rent information**

Our Income team can help you manage your rent, including providing your rent balance and agreeing payment plans if you have a change of circumstances.

**Call: 0330 128 0330**



### **Benefits advice**

Whatever your situation, you may not be receiving all the benefits you are entitled to. Our expert team can work with you to apply for the right support or challenge decisions to reduce or stop your benefits.

**Call: 0330 128 0330**

**Visit: [www.eastlighthomes.co.uk/extra-support/welfare-benefits](http://www.eastlighthomes.co.uk/extra-support/welfare-benefits)**



### **Free Support & Well-being Service**

We've funded a Tenant Support & Well-being Service (TSWS), open to anyone living in an Eastlight home. As well as offering advice around debt and budgeting concerns, our professionals can also support you with anything from relationship difficulties to alcohol and drug issues.

**Call: 0330 094 8845**

**Visit: [www.tsws-assist.co.uk](http://www.tsws-assist.co.uk)**



### **Foodbanks**

If you cannot afford to buy enough food, there will be a foodbank in your local area. Organisations including Eastlight can provide vouchers.

**Call: 0330 128 0330**

**Visit: [www.trusselltrust.org](http://www.trusselltrust.org)**



### **Further information**

Our website includes a wide range of information on further support available, from useful organisations to contact whatever your situation, to the locations of warm rooms near you.

**Visit: [www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)**

**If you're not online, please call us for this information on 0330 128 0330.**

## SUPPORT FROM OUR PARTNERS

**Eastlight works with a range of organisations which may be able to help if you have issues with your finances.**

### Help for Households

The Government is supporting households by helping with energy bills and further payments for residents on low incomes, including pensioners and those receiving benefits.

Check you are receiving what you are entitled to by visiting:  
**[helpforhouseholds.campaign.gov.uk](https://helpforhouseholds.campaign.gov.uk)**

### Local authorities

Your local council is a source of specialist support and information, providing everything from financial assistance to information about local warm rooms.

### Domestic abuse

The risk of experiencing domestic abuse rises if you are struggling with finances. If you are experiencing domestic abuse, please contact us. The charity Next Chapter can also support you.

**Call: 0330 333 7444**

**Visit: [www.thenextchapter.org.uk](https://www.thenextchapter.org.uk)**

### Peabody

Peabody's Essex Outreach Service offers free, short-term support to people aged over 16 who need help with their housing.

This includes:

- Benefit claims and advice
- Help with managing rent arrears and budgeting
- Employment, training and volunteering opportunities.

**Call: 0800 2888883**

**Visit: [www.peabody.org.uk/cs-services/outreach](https://www.peabody.org.uk/cs-services/outreach)**

## **CONTACT US**

### **Call us**

0330 128 0330 (local rate)

### **Email us**

[customer.services@eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)

### **Visit our website**

[www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)

### **Tenant Support & Well-being Service (TSWS)**

Call: 0330 094 8845

Visit: [www.tsws-assist.co.uk](http://www.tsws-assist.co.uk)

If you need this leaflet in a different size,  
format or language, please let us know.