

# FINANCIAL SUPPORT DIRECTORY



## Financial Support Directory

At RHP, we understand there are times when you may need a little extra financial support. We hope this directory will make it easier for you to get support quickly and easily when you need it most.

Website links will give you access to the most accurate information. They'll take you directly to the page you need and give you a full explanation of the support, who's eligible and how to apply.

Types of support can vary, depending on where you live.

Please let us know if there's anything else we can add to this directory to make it even more useful.

## Further information

### Managing your tenancy

It's important that you understand your tenancy agreement. If there's anything you are unsure of, please contact a member of the rents or housing team. Visit [www.rhp.org.uk](http://www.rhp.org.uk) or call 0800 032 2433.

### Paying your rent

Your rent must be kept up to date, in line with your tenancy agreement.

You can pay your rent by Direct Debit, Standing Order, through your RHP online account or bank transfer - our bank details are below. If you receive Universal Credit or Housing Benefit and need help managing your finances, we can have this paid to us directly. Email: [customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk)  
Subject: UC/HB Direct Rent payments.

## RHP Bank details - Lloyds Bank

**Account Name:** RHP Rent Income

**Account No:** 10864160

**Sort Code:** 30-80-12

### Banking & Savings

As more people change over to Universal Credit, there are three things that need to be in place:

**An email address**

**A mobile phone number**

**A bank account:**

Post Office card accounts are being phased out. This link will help you find a bank account that's right for you:

<https://www.thinkmoney.co.uk/campaign/basic-bank-accounts>

### What are Credit Unions?

Credit Unions will help you with a multitude of financial needs. This link will help you understand them and choose the one that suits you.

<https://www.findyourcreditunion.co.uk/about-credit-unions/>

### Credit Unions

Find the ones which are local to your area.

<https://www.findyourcreditunion.co.uk/>



London Borough of

**RICHMOND UPON  
THAMES**

### Discretionary Housing Payments (DHP)

[https://www.richmond.gov.uk/services/housing/help\\_with\\_paying\\_your\\_rent\\_and\\_council\\_tax/housing\\_benefit/discretionary\\_housing\\_payments](https://www.richmond.gov.uk/services/housing/help_with_paying_your_rent_and_council_tax/housing_benefit/discretionary_housing_payments)

### Housing Benefits (HB)

[https://www.richmond.gov.uk/services/housing/help\\_with\\_paying\\_your\\_rent\\_and\\_council\\_tax/make\\_a\\_benefit\\_claim](https://www.richmond.gov.uk/services/housing/help_with_paying_your_rent_and_council_tax/make_a_benefit_claim)

### Council Tax/ Council Tax reduction (CTR)

[https://www.richmond.gov.uk/services/council\\_tax](https://www.richmond.gov.uk/services/council_tax)

### Sponsored moves

[https://www.richmond.gov.uk/services/housing/look\\_for\\_a\\_home/social\\_housing/moving\\_or\\_downsizing](https://www.richmond.gov.uk/services/housing/look_for_a_home/social_housing/moving_or_downsizing)

### Homelessness Prevention

[https://www.richmond.gov.uk/services/housing/homelessness/preventing\\_homelessness](https://www.richmond.gov.uk/services/housing/homelessness/preventing_homelessness)

### Local Assistance Crisis Loans/Grant Loans

[https://www.richmond.gov.uk/services/housing/housing\\_grants/apply\\_for\\_a\\_local\\_assistance\\_scheme\\_grant](https://www.richmond.gov.uk/services/housing/housing_grants/apply_for_a_local_assistance_scheme_grant)

### SPEAR

Support for those who are vulnerable. Resettling after incarceration; prison, long term hospital, hostel, homelessness, or addiction.

Debt management

Welfare Benefits Advice

[www.spearlondon.org/our-services/tenancy-support-resettlement](http://www.spearlondon.org/our-services/tenancy-support-resettlement)

### Barnes Fund

Referral through agency (RHP TSO team) criteria fairly strict

[www.thebarnesfund.org.uk/the-barnes-fund](http://www.thebarnesfund.org.uk/the-barnes-fund)

### Richmond Parish Lands Charity

Various financial support available, through grants

[www.rplc.org.uk/grant-making](http://www.rplc.org.uk/grant-making)

### Citizens Advice Richmond

Free confidential advice and support for everyone.

Debt management

Welfare Benefit advice

Budgeting/Budgeting calculator

Coronavirus money worries

Employment advice

<https://www.citizensadvice-richmond.org/>

### Richmond Aid

Free confidential advice and support. **Specialising in support for those with physical and mental health disabilities.**

- Debt management
  - Welfare Benefit advice
  - Support with benefit backdating, reconsiderations, and appeals
  - Budgeting
  - Employment advice
- [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

### Hampton Fund

Support individuals and families on low income with a grant to help with the costs of gas and electricity.

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

### Richmond Furniture Scheme (RFS)

Provide good quality, value for money second-hand and refurbished furniture which is discounted for those receiving benefits. If you are in receipt of benefits (excluding child benefit), are a student, a care leaver, a carer or keyworker, you can benefit from a 25% discount.

<https://www.rfsonline.co.uk>

### Thamesbank Credit Union

Not-for-profit financial cooperative offering safe savings and affordable loans.

<https://www.thamesbank.org>



London Borough of

**HOUNSLOW**

## Discretionary Housing Payments (DHP)

[https://www.hounslow.gov.uk/info/20072/housing\\_benefit/1251/discretionary\\_housing\\_payments](https://www.hounslow.gov.uk/info/20072/housing_benefit/1251/discretionary_housing_payments)

## Housing Benefits (HB)

[https://www.hounslow.gov.uk/info/20072/housing\\_benefit/1247/housing\\_benefit](https://www.hounslow.gov.uk/info/20072/housing_benefit/1247/housing_benefit)

## Check your eligibility for Housing Benefit or other benefits

<https://hounslow.entitledto.co.uk/home/start>

## Council Tax/ Council Tax reduction (CTR)

Contact details - 020 8583 4242

<https://www.hounslow.gov.uk/info/20058/benefits>

## Homeless Prevention

<https://www.hounslow.gov.uk/info/20000/housing/1808/homelessness/12>  
or email [stopitbeforeitstarts@hounslow.gov.uk](mailto:stopitbeforeitstarts@hounslow.gov.uk)

## Local Assistance Crisis Loans/Budgeting Loans

[https://www.hounslow.gov.uk/info/20058/benefits/1493/discretionary\\_local\\_crisis\\_payments](https://www.hounslow.gov.uk/info/20058/benefits/1493/discretionary_local_crisis_payments)

If you have any problems accessing it, you can have support via [helpinghand@hounslow.gov.uk](mailto:helpinghand@hounslow.gov.uk)

Drug and alcohol advice, treatment, and recovery support for those who are vulnerable. Resettling after incarceration; prison, long term hospital, hostel, homelessness, or addiction.

## Health and Wellbeing Advice

<https://www.hounslow.gov.uk/benefits>

## Richmond Furniture Scheme (RFS)

Provide good quality, value for money second-hand and refurbished furniture which is discounted for those receiving benefits. If you are in receipt of benefits (excluding child benefit), are a student, a care leaver, a carer or keyworker, you can benefit from a 25% discount.

<https://www.rfsonline.co.uk>

## Autonomy

Autonomy is an online portal, provided by the London Borough of Hounslow that enables you to complete a Needs Assessment, Carer's Needs Assessment and (if you choose) a Financial Assessment.

<https://hounslowautonomy.syhapp.com/web/portal/pages/home>

## Isleworth and Hounslow Charity Ltd

The Isleworth & Hounslow Charity Ltd distributes one-off grants of up to £300 to individuals residing in the London Borough of Hounslow and £3,000 to the work of organisations in the Borough.

Telephone: 020 8569 9200

## Hounslow Community Food Box

Brickfield Community Centre, Brickfield Close, Brentford TW8 8JN

A volunteer run registered charity (1170666) which provides emergency food and support and advice to those who are in need and live in the London Borough of Hounslow.

[info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk)

## Foodbanks

<https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/service.page?id=2lcDAbSWacE>

## Citizens Advice

- Free confidential advice and support for everyone.
  - Debt management
  - Welfare Benefit advice
  - Budgeting/Budgeting calculator
  - Coronavirus money worries
  - Employment advice
- <https://hounslowcabs.org.uk/about-us/contact-us/>

## Thamesbank Credit Union

Not-for-profit financial cooperative offering safe savings and affordable loans.

<https://www.thamesbank.org>



Royal Borough of

KINGSTON UPON  
THAMES

### Contact details:

0208 547 5001 (Housing Benefits and Council Tax)

0208 547 5003 (Housing)

### Address:

PO Box 1550

Kingston upon Thames

KT1 9ZB

### Discretionary Housing Payments (DHP)

<https://www.kingston.gov.uk/benefits-5/can-apply-discretionary-housing-payments/1>

### Housing Benefits (HB)

<https://www.kingston.gov.uk/benefits-5/applying/2?documentId=58&categoryId=20090>

Email: [housing@kingston.gov.uk](mailto:housing@kingston.gov.uk) - Housing enquiry

### Council Tax/ Council Tax reduction (CTR)

<https://www.kingston.gov.uk/benefits-5/applying-council-tax-reduction/1>

Email: [benefits@kingston.gov.uk](mailto:benefits@kingston.gov.uk) - Housing Benefit and Council Tax enquiry

### Benefit advice and support

<https://www.kingston.gov.uk/benefits-5/benefits-advice-support/4?documentId=617&categoryId=20090>

### Sponsored moves

<https://www.kingston.gov.uk/housing-options-advice/options-moving/2?documentId=291&categoryId=20195>

### Homeless Prevention

Emergency temporary accommodation

<https://www.kingston.gov.uk/housing-options-advice/emergency-temporary-accommodation?documentId=701&categoryId=20195>

### Housing Advice

<https://www.kingston.gov.uk/housing-options-advice/housing-advice?documentId=297&categoryId=20195>

### Local Assistance Crisis Loans/Budgeting Loans

Warmer Homes for London - You could receive up to a £4,000 grant.

Energy improvement works

### Disabled facilities grant

You must apply online: <https://www.kingston.gov.uk/grants-loans/apply-disabled-facilities-grant>

### Citizens Advice

- Free confidential advice and support for everyone.
  - Debt management
  - Welfare Benefit advice
  - Budgeting/Budgeting calculator
  - Coronavirus money worries
  - Employment advice
- <https://www.citizensadvicekingston.org.uk/>  
Telephone: 020 31660953

### Thamesbank Credit Union

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<https://www.thamesbank.org>



London Borough of

HILLINGDON

## Council tax and housing benefits number

0300 123 1384

<https://www.hillingdon.gov.uk/>

## Discretionary Housing Payments (DHP)

<https://www.hillingdon.gov.uk/eligibility-for-discretionary-housing-payments>

## Check your eligibility for Housing Benefit or other benefits

<https://hillington.entitledto.co.uk/home/start>

## Apply for Housing Benefits (HB) and Council Tax/ Council Tax reduction (CTR)

<https://www.hillingdon.gov.uk/article/2402/Apply-for-housing-benefit-and-council-tax-reduction>

## COVID -19 individual support

<https://hillington.gov.uk/individual-financial-support>

## Sponsored moves

[homelessprevention@hillington.gov.uk](mailto:homelessprevention@hillington.gov.uk)

## Homeless Prevention

<https://www.hillingdon.gov.uk/article/2153/At-risk-of-being-homeless>

## Hillingdon Social Care Direct (Adults and Children)

Contact Number: 01895 556633

## Local Assistance Crisis Loans/Budgeting Loans

<https://www.hillingdon.gov.uk/benefits>

## Universal Credit

<https://www.hillingdon.gov.uk/article/2424/What-is-Universal-Credit>

## Hillingdon Foodbank

If you can't afford food, you can contact directly. You'll confidentially talk to a trained Citizens Advice agent and, if needed, they'll issue you with a food bank voucher.

Open Monday to Friday, 10am to 4pm.

Telephone: 0808 2082138

For all enquiries: 01895 252224

<https://hillington.foodbank.org.uk/>

## ARCH

Support for those who are vulnerable. Resettling after incarceration; prison, long term hospital, hostel, homelessness, or addiction.

Debt management

Welfare Benefits Advice

<https://www.hillingdon.gov.uk/article/2094/Residents-with-alcohol-problems-to-receive-additional-support>

<https://www.hillingdon.gov.uk/article/3949/Substance-misuse>

## Citizens Advice Hillingdon

Free confidential advice and support for everyone.

- Debt management
- Welfare Benefit advice
- Budgeting/Budgeting calculator
- Coronavirus money worries
- Employment advice

Contact Number: 0344 848 7903

<https://www.hillingdoncab.org.uk/contact-us/>

For any other services and council enquiries, not listed above.

Contact: 01895 250 111



SPELTHORNE  
BOROUGH

### Citizens Advice Bureau

<https://www.citizensadvice.org.uk/local/runnymede-spelthorne/>

### Food bank

<https://www.spelthorne.gov.uk/foodbanks>

### Spelthorne Discretionary Housing Payment

<https://www.spelthorne.gov.uk/article/2737/Discretionary-Housing-Payments>

### Spelthorne council support grants

<https://www.spelthorne.gov.uk/article/16740/Community-Grants>

### Surrey County council crisis fund

<https://www.surreycc.gov.uk/community/surrey-crisis-fund>

### Surrey county council

<https://www.surreycc.gov.uk/community/voluntary-community-and-faith-sector/resident-support>



Support available for

ALL BOROUGHGS

## DWP

Information available on all benefits available, criteria for claiming:

- All welfare benefits
- Universal Credit rent direct payments
- Furlough
- Advance payments
- Foodbank vouchers

[www.gov.uk/browse/benefits](https://www.gov.uk/browse/benefits)

## Benefit and Budgeting Calculators

<https://www.gov.uk/benefits-calculators>

## Food Aid

UK network for independent food aid providers

[www.foodaidnetwork.org.uk](http://www.foodaidnetwork.org.uk)

## Turn2us

A national charity providing practical help to people who are struggling financially.

**They can advise on:**

- Benefits
- Grants
- Debt solutions: Debt Relief Orders (DROs) or Bankruptcy Fees
- Furlough
- Studying (aged 16+),
- Young Person (aged 16-18)

For full information contact

**Phone: 0808 802 2000**

**Website: [www.turn2us.org.uk/About-Us/Contact-us](http://www.turn2us.org.uk/About-Us/Contact-us)**

## Step Change debt charity

Provide the UK's most comprehensive debt service. Helping people with debt problems, take back control of their finances, and their lives.

[www.stepchange.org](http://www.stepchange.org)

## SPEAR

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## Debt management

Welfare Benefits Advice

[www.spearlondon.org/our-services/tenancy-support-resettlement](http://www.spearlondon.org/our-services/tenancy-support-resettlement)

## Thamesbank Credit Union

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Training coming up in  
**2025-2026**

To enquire about what courses will be available and when,  
email at the address below

Email: [Lauren.Robinson@rhp.org.uk](mailto:Lauren.Robinson@rhp.org.uk)

Register interest  
<https://www.surveymonkey.co.uk/r/K2D5Y68>

