

trust

Affordable homes.
Exceptional care.

Confused about Benefits?
You're not alone.



Welfare Benefits can be difficult to get your head around, so at Trust we have a dedicated Benefits Advice Service. We want to make sure that you have the latest information on benefit entitlement and know exactly what you are entitled to. It could be more than you think.

Our dedicated Welfare Benefits Partners work directly with Trust customers and applicants who are considering a tenancy with Trust to ensure you get all the help you need.

We can offer advice and assistance on:

- Benefit entitlement
- Carrying out a benefit check
- Completing application forms, such as claiming Housing Benefit
- Disability Benefits
- Appeals

There is the option of a visit to your development or your home, this way you can ask any questions you like in the privacy of your own home.



Here's what some of the users of the service think:



I found the forms really confusing, I am glad the Benefits Team helped me. I could understand what was explained to me and there was no need to shout as they were very clear when they spoke and very understanding.

I like the idea of a house visit as it's private and no one needs to hear what you are saying.

Very thorough and extremely understanding. I couldn't have done it without them.

Extremely knowledgeable and very good at explaining everything. They provided a very valuable professional service.



How do I access the Benefits Advice Service?

You can contact our Welfare Benefits Partners by calling us on 0131 444 4969 or 01698 377 212 for more information or to arrange a visit.

Or you can get more information from our website at www.trustha.org.uk

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