

Extra help available

Housing Benefit and Council Tax Assistance

If you need to make a claim for Housing Benefit or Council Tax Assistance please contact our Benefits team, or you can make a claim online.

T: 01603 430602

E: benefits.bdc@southnorfolkandbroadland.gov.uk

W: www.southnorfolkandbroadland.gov.uk/benefits

Council Tax Assistance is not included in Universal Credit. When you make your claim for Universal Credit, please ensure you tick the box to say you are not currently receiving any reduction in your Council Tax. This will enable us to assess any entitlement you may have.

Universal Credit

To get help with making a claim for Universal Credit you can visit www.understandinguniversalcredit.gov.uk

Help Hub

The Help Hub is available for anyone who needs support, for example:

- To obtain basic essentials
- If you're feeling isolated or lonely
- If you're worried about issues at home including relationships
- Money worries.

T: 01603 430431

E: helphub@southnorfolkandbroadland.gov.uk

Council Tax Discretionary Relief

This fund is available to anyone who is struggling to pay their Council Tax bill due to financial hardship.

T: 01603 430602

E: benefits.bdc@southnorfolkandbroadland.gov.uk

Norfolk Assistance Scheme

This is a fund managed by Norfolk County Council to help people who are unable to meet their immediate needs, i.e. food, bills, or everyday essentials.

T: 0344 800 8020

Warm Homes

Grants are available if someone is struggling to pay their energy bills or keep their home warm in winter.

T: 01603 430103

W: www.norfolkwarmhomes.org.uk

Citizens Advice

Your local Citizens Advice can provide help and support with making a claim and budgeting

T: 0800 144 8848

W: www.citizensadvice.org.uk/contactus

Discretionary Housing Payment

Discretionary Housing Payments can be paid to anyone who is in receipt of Housing Benefit or Universal Credit Housing Costs, but it does not cover the rent in full.

T: 01603 430602

E: benefits.bdc@southnorfolkandbroadland.gov.uk

Business Support

If you or your business requires any support or advice please get in touch.

T: 01603 980441

W: business.support@southnorfolkandbroadland.gov.uk