



Welcome Pack 3

Housing, the council, and finances

If you are living with a sponsor

Remember that you both deserve privacy.

- You do not need to talk about anything if you don't want to.
- They might need space and time alone sometimes.
- If you make a mistake or upset your sponsor, say sorry and move on.

If you are
unhappy with
your
accommodation

Contact Housing Inclusion Service:

- You can fill out an online form <https://www.royalgreenwich.gov.uk/xfp/form/688>
- You can **call 020 8921 2863** Monday to Friday, 9am to 5pm (Or **020 8854 8888** outside of those hours)



Environmental Health - Residential

The Environmental Health team make sure that you are living in a **clean and healthy** environment.

If you don't think that you are living in a clean and healthy place,

- call **020 8921 8157**
 - or email: private-housing-regulation@royalgreenwich.gov.uk
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Energy/Electricity

- To find out who your energy provider is, you can go to <https://www.findmysupplier.energy/> online or call **0870 608 1524** (calls cost 7p per minute)
- You can always ask your volunteer or support worker for advice on paying bills.



What the council can help with

Early Years and Childcare

Education

Housing

Social Care for children and adults

Mobility services for people with disabilities

Environmental health

Welfare and Benefits Service

Library Services

Registrar – Births, Deaths, Marriages

Call 0208 854 8888, Monday to Friday, 9am to 5pm

Greenwich Welfare Rights
Service

If you have any questions or worries about your finances and what money you are entitled to

- **Call 020 8921 3333** (Monday to Friday, 10am to 4pm)
- Fill out the online form (<https://www.royalgreenwich.gov.uk/xfp/form/530>)

Advice and
Benefits

If you would like to apply for housing benefits or want debt advice or want to know about universal credit:

- Call **020 8921 6375**
- Email **benefits@royalgreenwich.gov.uk**

Bank Accounts

You will need a bank account to receive benefits. There is a guide to help you do this, but you may also need to ask your sponsor or support worker for help.

www.media.refugeecouncil.org.uk/wp-content/uploads/2020/11/05142710/BankingGuide-for-Refugees-English.pdf

Additional services for housing and finances

- Greenwich Council Emergency Housing & Support:
020 8854 8888
- SHELTER: **0808 800 4444**

Citizens Advice Bureau gives independent and impartial information and advice to help people with financial and legal problems.

- www.citizensadvice.org.uk
- Greenwich advice line: **0808 2787 965** (open Monday, 10am-1pm; Tuesday, 2pm-4:30pm; Wednesday, 10am-12pm and 2pm-4:30pm; Thursday, 2pm-4:30pm)