

# APPLICATION

## FOR FINANCIAL ASSISTANCE

anglianwater  
assistancefund

### **BEFORE COMPLETING THE APPLICATION FORM, PLEASE READ THE NOTES BELOW CAREFULLY**

When you have completed the application form, you should detach these notes and keep them for your reference

### **CAN THE ASSISTANCE FUND HELP YOU?**

- The Fund can consider helping you if you are in debt with your water and sewerage charges and you live within the Anglian Water or Hartlepool Water regions.
- To be able to apply to the fund, you must be a customer of Anglian Water or Hartlepool Water.

### **WHAT ARE THE OBJECTIVES OF THE ASSISTANCE FUND?**

- To administer a grants programme aimed at reducing water and sewerage debt for customers experiencing poverty and hardship throughout the region.
- To make awards that will help people recover from the burden of debt and become financially more stable.
- To provide free voluntary debt advice to applicants.
- To make a long term position difference to applicants.

### **HOW CAN THE FUND HELP?**

- The Fund **can** help you to meet arrears of domestic water and sewerage charges.
- Anglian Water can provide you with advice on making sure you are on the most appropriate tariff.

**PLEASE NOTE** The Fund is unable to consider helping with any items other than with an individuals water and/or sewerage debt to Anglian Water and Hartlepool Water.

### **SENDING IN YOUR APPLICATION**

- Once completed, the form should be returned to:  
**Anglian Water Assistance Fund, PO Box 42, Peterborough, PE3 8XH**
- Please check that you have put the correct postage on the envelope. Incorrect postage will result in delays in our receiving and dealing with your application.

**Please note: The Anglian Water Assistance Fund is administered by Charis Grants Ltd, on behalf of Anglian Water Services, visit [www.anglianwater.co.uk/awaf](http://www.anglianwater.co.uk/awaf). A full list of other Funds administered by Charis Grants can be viewed online at [www.charisgrants.com](http://www.charisgrants.com)**

## FILLING IN THE APPLICATION FORM

- When filling in the application form, it is very important that you give us as much information as possible about your circumstances and that you send us proof of your level of income.
- All the information you give us will be kept in strict confidence and will not be passed on to anyone outside Anglian Water / Hartlepool Water without your permission.
- It is a long application form but we do need all the information. If you need help with the form you should contact a local advice centre such as a Citizens Advice Bureau. They can help you with the form and also give help and advice on your money problems. In section 5 of the application form you can give your authority for us to contact an agency, relative or friend with queries regarding your application. Please note however that if a **provisional** award is made, the Fund will need to correspond with you directly from this time.
- Please do not forget to sign the declaration in section 11 – if you do not sign it, we cannot assess your application.
- If you are a domestic customer of British / Scottish Gas or EDF Energy and have gas or electricity debt, you may be eligible for help from other Trust Funds. Please complete section 6 – if we can help we will write to tell you this.

## HOW WE DEAL WITH YOUR APPLICATION

- As soon as we receive your application a hold will be put on debt collection action on your account while your application is dealt with.
- The Fund may communicate with you by letter, telephone or email and may visit you at home as part of our assessment process.

If we feel we are able to help with your water / sewerage debts we will write to tell you that a **provisional** award has been made. **Your debt will not be cleared immediately.** During the six months following your provisional award you will be required to demonstrate your commitment to improving your own personal financial sustainability, i.e. the intention to pay current and future costs on an ongoing basis and avoid getting into debt in the future. Your commitment would be demonstrated by:

- Discussing with Anglian Water / Hartlepool Water how you might be able to reduce your bills including whether any of their reduced tariffs or metering would be beneficial for you. The Fund does recognise that this may not be appropriate for all applicants. Anglian Water / Hartlepool Water will send you information to help you decide.
- Payment of charges to Anglian Water / Hartlepool Water while your application is being dealt with. This will immediately show the Fund that you are currently financially stable. You may wish to talk direct to Anglian Water / Hartlepool Water to set up direct debit payments which are a more convenient way to make payments and can also help with monthly budgeting.
- Seeking help from expert money advisers / other relevant free support agencies to help with future budgeting if you have not already done so. Six months after a provisional award has been made, if it can be seen that you have taken steps towards achieving financial sustainability you will receive a letter confirming your award and a payment to Anglian Water / Hartlepool Water will be made to clear your debt.
- If we cannot help with a water and/or sewerage award we will write to tell you. Please note that the Fund does not give particular reasons why a grant is not awarded.
- As the Fund receives many applications for financial assistance it may take a few weeks to process your application.

## APPLYING TO THE FUND AGAIN

- If you receive an award, you cannot apply to the Fund again for **two years** from the date of the confirmation of your award.
- If you do not receive an award, you can apply again after **six months** from the date of the letter informing you of the Fund's decision.
- This also applies if you have previously applied to the Anglian Water Trust Fund.

**Please note that the decision of the Fund is final and we do not operate an appeals procedure.**

# APPLICATION FOR ASSISTANCE

Please answer the following questions on this and the next 5 pages. If you think you may have difficulty in completing the form, you may be able to get help from your local Citizens Advice Bureau or other advice centre.

## SECTION 1 PLEASE TELL US ABOUT YOURSELF AND YOUR FAMILY

Family Name First Name  Title (Mr / Mrs / Ms / Other) Address  Post Code Home Telephone:  Mobile Telephone  Email Date of Birth:         N.I. Number:        

### Who shares your home with you? Tick all that apply:

Wife, husband, partner  Full name of wife, husband, partner Children under 16 or still at school  How many?  Ages of children Children who have left school  How many? Other adults  How many? No one, I live alone 

## SECTION 2 YOUR EMPLOYMENT DETAILS

If you are currently employed, please complete the following I am self employed or My employers details areName of employer  Job Title Address  Post Code Time with employer  Years  Months

**Please note** this information is only for the purposes of assessing your application. We will **not** contact your employer.

## SECTION 3 HAVE YOU APPLIED FOR HELP WITH YOUR ANGLIAN WATER / HARTLEPOOL WATER DEBT BEFORE?

If you have applied for help with water debt before, please tell us when you applied and from what address if this is different from your current address:

When  Address 

## SECTION 4 HOW DID YOU HEAR ABOUT THE FUND?

Website  Newsletter  Water Supplier  Local Advice Agency  Other - please state: 

## SECTION 5 PLEASE TELL US IF SOMEONE IS HELPING YOU WITH THIS APPLICATION

We may need to write to you if we need more information to help us decide whether we can help you. If an agency such as a Citizens Advice Bureau or Social Services or a friend or relative is helping you make this application and you would prefer us to write to them with any queries, please provide us with their details below. Please note however that if a 'provisional' award is made the Fund will need to contact you directly.

Their Name  Their Job title, if you know it Their organisation (if relevant) Their address, if you know it  Postcode Their daytime telephone number if you know it: Code  Number Email

## SECTION 6 PLEASE PROVIDE DETAILS OF YOUR WATER ACCOUNT.

	Name of supplier	Account Number	Total £ outstanding
Water (current):			
Previous accounts if applicable			

Are any of these charges from a previous address? (Please tick)  Yes  No  Not sure

If yes or not sure, please give your previous address(es):

Address

Postcode

Charis Grants manage a number of other Trust Funds including the British Gas Energy Trust ( [www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk) ) and the EDF Energy Trust ( [www.edfenergytrust.org.uk](http://www.edfenergytrust.org.uk) ). If you are eligible for grants from these Trust Funds, we will write to tell you this.

	Name of supplier	Account Number	Total £ outstanding
Gas			
Electricity			

## SECTION 7 PLEASE TELL US ABOUT YOUR HOUSEHOLD'S FINANCIAL SITUATION

### HOUSEHOLD WEEKLY INCOME

You must provide us with proof confirming these amounts of income.  
Please see section 13 on page 7 for how to do this.

Your take-home pay	£	<input type="text"/>
Partner's take-home pay	£	<input type="text"/>
Income Support/Job-Seeker's Allowance	£	<input type="text"/>
Working tax credit	£	<input type="text"/>
Child tax credit	£	<input type="text"/>
Pension credit	£	<input type="text"/>
State pension	£	<input type="text"/>
Works pension	£	<input type="text"/>
Incapacity benefits	£	<input type="text"/>
Employment support allowance	£	<input type="text"/>
Disability living allowance - care component	£	<input type="text"/>
- mobility component	£	<input type="text"/>
Other disability benefits (please specify)	£	<input type="text"/>
Child benefit	£	<input type="text"/>
Other benefits (please specify)	£	<input type="text"/>
Child maintenance / support	£	<input type="text"/>
Contribution(s) from others living with you	£	<input type="text"/>
Rent from lodger	£	<input type="text"/>
<b>TOTAL</b>	£	<input type="text"/>

### HOUSEHOLD WEEKLY EXPENDITURE

Please indicate where the amounts include debts as per section 8 and 9

Food and housekeeping	£	<input type="text"/>
Rent (after benefit)	£	<input type="text"/>
Mortgage	£	<input type="text"/>
Second mortgage	£	<input type="text"/>
Endowment policy	£	<input type="text"/>
Council tax (after benefit)	£	<input type="text"/>
Water/sewerage charges	£	<input type="text"/>
Gas	£	<input type="text"/>
Electricity	£	<input type="text"/>
Other fuel (e.g. coal, oil)	£	<input type="text"/>
Life/building/contents insurance	£	<input type="text"/>
Telephone	£	<input type="text"/>
TV/satellite	£	<input type="text"/>
TV licence	£	<input type="text"/>
Childcare	£	<input type="text"/>
School meals	£	<input type="text"/>
Work expenses and travel	£	<input type="text"/>
Car (loans/tax/fuel/repairs etc.)	£	<input type="text"/>
Loans/credit + store cards/catalogues (please provide details in section 9)	£	<input type="text"/>
County Court Judgments (CCJs)/Court fines (please provide details in section 8)	£	<input type="text"/>
Expenses for special needs (please specify)	£	<input type="text"/>
Other expenses (please specify)	£	<input type="text"/>
<b>TOTAL</b>	£	<input type="text"/>

As an alternative, agencies may submit the BBA/MAT approved full Common Financial Statement (including the income and expenditure pages).

We cannot accept monthly figures. To change monthly figures to weekly;  
1) Multiply by 12 (to give annual payment) 2) Divide the total by 52.

## SECTION 8 ARE YOU IN DEBT WITH ANY OF THE FOLLOWING BILLS?

Please tick all that apply and write in the amount you owe

	AMOUNT OWED	WEEKLY AMOUNT REPAID OR DEDUCTED FROM BENEFITS OR WAGES	NAME OF SUPPLIER
Rent	£	£	
Mortgage	£	£	
Second mortgage/secured loan	£	£	
Council tax	£	£	
Gas	£	£	
Electricity	£	£	
Telephone	£	£	
Social Fund Loan	£	£	
Benefit overpayment	£	£	
Child Maintenance / support	£	£	
CCJs/Court fines	£	£	
	£	£	
	£	£	

## SECTION 9 LOANS, CREDIT + STORE CARDS, CATALOGUES, ETC.

	Amount owed	Amount paid per week
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£

**IMPORTANT! – Please read carefully before completing the next page**

### FILLING IN THE NEXT PAGE

The next page is where you can explain to us how a payment from the Fund will help you.

In deciding whether to help you with water or sewerage debts, the Fund will:

- need to know how you got into difficulties with the particular debts. You should give as much detail as possible about how long you have had problems in paying the bills and why.
- need to be sure that, if the Fund does help you, you will be able to manage to pay the bills in the future. This means that if, in section 7 on page 4, you have more money going out than you have coming in, you should explain how you think you will be able to keep up with the bills in future.
- need to know about any particular hardship within your household e.g. chronic illness, disability, bereavement.

## **SECTION 10 WHY DO YOU WANT HELP WITH YOUR UTILITY DEBT?**

Please tell us why you have not been able to pay your water and/or sewerage bills  
Continue on a blank page if necessary.

Please tell us how a payment from us would help you budget better in the future

## **SECTION 11 DECLARATION TO BE SIGNED BY THE APPLICANT**

I consent to the personal details I have provided on this form being;

- (1) used by Anglian Water / Hartlepool Water in relation to the services provided by them and
- (2) processed by Charis Grants Limited on behalf of the Fund and being pursuant to the provisions of the Data Protection Act 1998.

I declare that the information I have given on this form is complete and correct to the best of my knowledge.

I declare that in applying to the Fund I am committed to achieving future financial stability allowing me to keep up to date with current bills and avoiding getting into future debt. I understand that awards will only be granted to applicants who demonstrate their commitment to improving their own personal financial sustainability.

I authorise Charis Grants to contact me directly about my application at anytime and to contact Anglian Water / Hartlepool Water to confirm any details of my account.

I understand that the decision of the Fund is final and there is no appeals procedure.

Signature

Date

## SECTION 12 FILLING IN THE APPLICATION FORM

Please make sure you attach items on the checklist below. **All evidence should be less than 3 months old. Please provide copies of documents supporting your application as we do not return originals.**

### Proof of income

You must include proof with your application confirming the following income figures which you have shown in section 7 on page 4 of the application:

- The current amount of net wages received by you and any partner
- The current amount of all benefits and pensions received by you and any partner
- The current amount of Child maintenance / support received by you and any partner

**Wages:** copies of 3 recent consecutive wage-slips for you and for any partner. If you or your partner cannot provide wage-slips, please get a letter from the employer giving your recent average net pay.

**Self employed** applicants should send in recent three line accounts or another document confirming net income.

### **Benefits and Pensions:**

- copies of bank statements showing current benefit, Tax Credit or pension payments, or
- copies of recent letters from the Dept for Work and Pensions (DWP), HM Revenue and Customs (HMRC) or pension provider showing amounts currently payable.

If none of these are available, please obtain a letter from the Benefits Agency, Tax Credit Office or pension provider confirming the amount of your benefit, Tax Credit or pension entitlement.

**Child Maintenance / Support:** a copy of a recent letter from the Child Support Agency or a recent bank statement showing the amount payable to you or your partner or another letter or document confirming the current amount being paid.

Please note that we cannot begin to deal with your application unless all the necessary proof of income is sent in with the application. However, if you cannot provide any of the necessary proof, please write to let us know why.

### Your most recent water bill

Please provide us with copies of your most recent water bill.

### Evidence of disability or other illness

If you are relying on a disability or illness as proof of hardship or need, please attach some independent evidence which confirms your medical condition: for example, a copy of a current sick certificate a recent prescription or a letter from your GP/consultant to a third party confirming your condition. Please note that the Trust is unable to meet the cost of obtaining medical evidence.

## MORE INFORMATION

### STAYING IN CONTACT WITH YOUR WATER COMPANY

It is important that you stay in contact with your water supplier if you are having problems paying your bills. They may be able to help with setting up payments plans or moving you to a more appropriate tariff.

**Anglian Water: 0800 169 3630**

**Hartlepool Water: 0800 051 8969**

### SEEKING FURTHER ADVICE

For further help completing your application or with your finances generally you may wish to contact your nearest Citizens Advice Bureau. The CAB provides free information and advice. They do not have a national telephone number because they only deal with people at their local offices, called bureaux. Your local CAB number can be found:

- in the local telephone directory
- in libraries
- on the website [www.citizensadvice.org.uk/index/getadvice.html](http://www.citizensadvice.org.uk/index/getadvice.html) (if you do not have access to the website you can usually use this service free of charge at your library)

### MONITORING INFORMATION (THIS PART WILL BE DETACHED BEFORE ASSESSMENT)

You do not have to complete the following section if you do not want to. However your answers would help us in making sure that we are reaching all members of the community.

Are you  female  male

What do you consider your ethnic origin to be?

White  Indian  Irish  Pakistani  Black – African  Bangladeshi  Black – Caribbean  Chinese  
 Black – Other Please specify:   Other Please specify:

Are you registered disabled?  Yes  No

If you are not registered disabled, do you consider yourself disabled?  Yes  No

**The Anglian Water Assistance Fund operates from donations made by Anglian Water Services Ltd,  
For further information, visit [www.anglianwater.co.uk/awaf](http://www.anglianwater.co.uk/awaf)**

**The day to day management of the Anglian Water Assistance Fund is undertaken by Charis Grants Ltd,  
a company with extensive experience in grants management.**