

# Local help and contacts

Dear fellow residents

We know everyone is facing difficult times and it can frequently be difficult to know where to go for help. We have included various contact details below where you can get help at the moment during lockdown. If you are still struggling please do get in touch. We work closely with all County Council departments, as well as Believe Housing, other local housing groups and local businesses.

Stay safe. *Mark, Mamie & Amanda*

## FINANCIAL ASSISTANCE

If you are struggling paying your council tax, you can get help with this by calling 03000 264 000 or emailing [help@durham.gov.uk](mailto:help@durham.gov.uk)

If you are unable to work because you have been told to isolate by the Test and Trace app you may be able to apply online for a £500 isolation payment at: <http://www.durham.gov.uk/testandtracepayment>

If you are on a low income you can apply for the council tax reduction scheme at:

<https://durhamcounty.teamnetsol.com/index.jsp>

Or call 03000 262 000 or email [help@durham.gov.uk](mailto:help@durham.gov.uk)

## HARDSHIP FUND

If you do not qualify for standard council tax help and have been seriously financially impacted by Covid, there is a hardship scheme where you can apply for £300 towards your Council Tax bill:

<http://www.durham.gov.uk/covid19money> or call 03000 265 000

## RENT HELP

If you are struggling to pay your rent you may be able to get a discretionary housing payment: Call 03000 268 000

## MORTGAGE HOLIDAY

If you can't make your mortgage payments, contact your lender. Even if you have already had a mortgage holiday they still have to help you.

## Citizens Advice Bureau

The CAB has a number of helplines:

Adviceline: 0808 278 7821

Debt adviceline: 0300 323 2000

Consumer helpline: 0808 223 1133

Universal Credit: 0800 144 8 144

They also have a temporary Covid number you can call. If it's busy and you leave a message someone will call you back:

07736 923 502

## Help with food deliveries

If you can't get out during lockdown for essentials we've worked locally to find help.

The Convenience Store on Canterbury Rd in Newton Hall has set up a delivery service. You can phone up with your order and volunteers are helping with deliveries.

Call 0191 383 9035 before 12 noon.

If you cannot get out and need urgent help Tto get food you can also call the council on 03000 260 260.

## Energy bill help

If you can't afford your energy bill or prepayment top-up, call your supplier straight away.

Still not getting anywhere, the Warm Homes team can help on 03000 268 000

Need a Covid test and don't have internet access, call 119

Have a business and struggling? [durham.gov.uk/covid19business](http://durham.gov.uk/covid19business)

Anything else? Call us on the numbers overleaf. We will try to help.