

Willow Tree Housing Partnership Limited (WTHP) aims to make a difference to all its residents and recognises that some residents experience financial hardship that may require assistance. WTHP operates a small fund to help residents in hardship, where they meet the qualifying criteria.

To qualify for the hardship fund

You need to be a tenant of WTHP, and:-

- demonstrate that your needs cannot be met by another source, and
- you do not have sufficient resources to meet your financial needs or those of your household, and
- you have not made a claim on WTHP's hardship fund in the last 6 months, and
- you are not in rent arrears, or, a payment plan has been kept for a minimum of 6 months and
- your claim is for less than £500.

How to make an application?

Contact your Housing Officer and ask to make a Hardship Fund Application. You will be required to provide information relating to your claim, including why you are eligible for the Hardship Fund. If you qualify, your Housing Officer will make a claim on your behalf. All applications will be considered by WTHP, and a response will be provided to you detailing the outcome.

Hardship fund payments could be for the following:-

- carpets, furnishings, white goods etc
- security measures or basic necessities as a result of domestic violence, anti-social behaviour or harassment
- emergency provision of food or other necessities where there is no local food bank
- travel (in the UK only) to visit relatives to provide or receive support, for funerals, or due to domestic violence
- a contribution to funeral costs where there is no next of kin
- the educational needs of children

Exclusions

Hardship funds will not be provided for:

- TVs, computers, laptops, mobile phones
- Housing Costs
- Cars, vans or motorbikes
- Broadband, phone lines or satellite TV
- Debts

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