LHP Launches Hardship Fund to Help Customers in Need

Friday 30 June, 2023

Lincolnshire Housing Partnership (LHP) has recently launched the LHP Hardship Fund, an initiative aimed at supporting new and existing customers who are struggling financially due to the current cost of living crisis. The fund offers various types of vouchers that can be used to purchase essential items such as food, household goods, fuel, and even furniture.

The LHP Hardship Fund is available to all LHP customers who are facing financial hardship, regardless of whether they are new to LHP or have been with the organization for a long time. To access the fund, customers are encouraged to contact LHP's Money Support Service.

To ensure that the Fund is used effectively, LHP has established criteria for allocating funds. First, customers must be referred to the Money Support Service, where they will be asked to complete a welfare form that outlines their specific support needs. An income and expenditure form is also required to prove financial hardship. Customers can request a maximum of £250 per household, and the amount provided will be determined based on their specific need. If their circumstances change, they can be referred again for additional support up to the maximum amount of £250.

LHP is also identifying new customers who may struggle with affordability and need assistance. A pre-tenancy financial assessment is conducted for all new customers, and if the assessment concludes that a household has £20 or less available income per week per person, they are potentially going to struggle to financially manage their tenancy. A referral is then made to the Money Support Service for assistance.

The LHP Hardship Fund is supported by various charitable providers, including the British Heart Foundation and YMCA, who can provide basic furniture items to customers in need. In addition, LHP is also working with Wonde e-vouchers, who currently provide vouchers for fuel and food, to provide vouchers for Carpet Right, furniture items from Argos and white goods from Curry's.

Wendy Walker, Head of Income and Enforcement at LHP said: "At a time when many households are struggling to make ends meet due to rising living costs, the LHP Hardship Fund offers much-needed relief for those in need.

"By providing vouchers for essential items, LHP is helping its customers to maintain their independence and dignity during difficult times."

To access the fund, customers are encouraged to contact LHP's Money Support Service through various channels. This includes:

- On the LHP website at www.lincolnshirehp.com/money-support
- Live web chat
- The myLHP App
- Telephoning 0345 604 1472
- Speaking to an Income Officer
- Emailing MoneySupportService@lincolnshirehp.com

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