



# Info & resources

## Covid-19 information leaflet Updated 18th June 2020

Keniston will be updating the website, Facebook and Twitter pages regularly. We will also send text and email and may call you as and when there are changes to be aware of regarding the office, staff and our services. **Please ensure your contact details remain up to date.**

### Rent & benefits

**If you have any concerns about rent, benefits or government support, please see our new leaflet COVID-19 Rent & benefits via our website:**

<https://www.kenistonha.co.uk/about-us/our-policies/information-leaflets/>

### Volunteer groups

It may be a worrying time and you may need extra help or support. There are many volunteering groups appearing and they may put a note through your door offering help. Many groups are part of a nationwide Mutual Aid movement to help specifically during the Coronavirus outbreak. You can find your local group here:

<https://covidmutualaid.org/>

These are independent volunteer groups and not endorsed by Keniston. We are happy to share the information, but if you do use the help of a volunteer, please take precautions to stay safe.

### Advice from Age UK:

Don't feel pressured to accept help from a stranger and never hand-over money or bank details to someone you don't know who is offering to help you. If someone offers to do your shopping, always check their ID and ask for a receipt before giving them money. If possible, call a friend or family member to discuss the help you've been offered. Please go to <https://www.ageuk.org.uk/information-advice/coronavirus/staying-safe-and-well-at-home/staying-safe/> for more information on how to keep yourself safe.

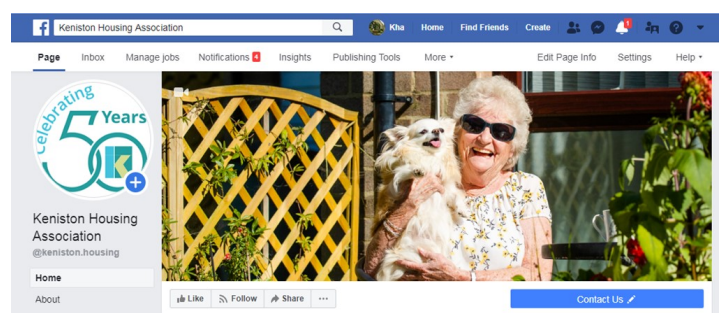
### Staying in contact with family and friends

Staying in touch with family and friends is very important. Making time for regular phone calls and staying in touch online if possible are great ways to keep in contact when we can't meet face to face.

If you have a mobile phone or computer, now is the ideal time to set up Skype or video calling so you can still see each other. Consider signing up to social media sites such as Facebook, Twitter or Instagram if you haven't already – it can be a great way to stay in touch and find out what's happening in your local community.

Think about ways to get creative. Could some of your usual social activities move online or to phone calls? Can you 'meet up' with friends or family by arranging a video chat over a coffee or a meal?

**Keniston has Facebook and Twitter pages if you do decide to get yourself an account online. Just search Keniston Housing.**








## Food banks & supplies

You may find yourself in need of supplies which you cannot get for yourself. Many supermarkets are offering early opening hours just for older and more vulnerable people. Perhaps you can ask a friend, family member or local volunteer or group to do your shopping, but if you find that this is not possible and you are in need, you can contact your local food bank.

To get help from a food bank you may need to be allocated a voucher. During these unprecedented times, the food banks may be able to get supplies to you if you cannot leave your home to collect them. This is something you can ask them about if you call.

### Food Bank numbers

-  @Orpington | 01689 823568
-  @Central Bromley | 07884 317 107
-  @Bexley | 07932 431 350
-  @Horsham | 0300 124 0204
-  @Islington | 07753 222 755



## Domestic abuse

Reports have been coming in from police authorities that they have seen an increase in the number of domestic abuse incidents reported during recent weeks. If you or someone you know is suffering from domestic abuse, you can access the following:

**In an emergency** - You can call the police if someone in your household has been physically violent, has threatened you or you are worried that they may become violent. Call 999 if you are in immediate danger or you can contact your local police station to report a crime.

- 24-hour National Domestic Abuse helpline on Freephone 0808 2000 247
- Victim Support on 08 08 16 89 111
- [www.refuge.org.uk](http://www.refuge.org.uk)
- [www.womensaid.org.uk](http://www.womensaid.org.uk)
- [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

Download the **Bright Sky app** on your smartphone. This is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.

More info and support here: <https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

## Health & wellbeing

It is important to look after your health and wellbeing at this time while adhering to government restrictions.



**Looking after your mental health**  
During this potentially stressful time, it is important to look after your mental health. You can find helpful advice here:

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>



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## Government support for the vulnerable

Register if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you can ask for help getting deliveries of essential supplies like food. You need to meet the criteria. If you received a letter saying you need to stay home for 12 weeks, then it is likely that you meet this criteria.

<https://www.gov.uk/coronavirus-extremely-vulnerable?fbclid=IwAR0HVgp0c8yeGSpFROp4TNww0SApwQYZx37wtH5o9WserPBMnuePzmG1bc>

## Islington borough residents

Islington Council, voluntary sector and mutual aid groups are working together to provide support. This could include help with getting food or medicine, online group activities, legal advice or a friendly conversation.

 @We are Islington helpline | **0207 527 8222** open 9am to 5pm every day  
Email: [weareislington@islington.gov.uk](mailto:weareislington@islington.gov.uk) Minicom: 020 7527 1900

You can keep up with local news, link to public health advice and sign up to ebulletins at [www.islington.gov.uk/coronavirus](http://www.islington.gov.uk/coronavirus)

### Can you help someone who is struggling?

There are lots of ways to help, including volunteering with local community groups. Charities in the borough also need assistance. If you/your business want to help please approach a local group or check out [www.islington.gov.uk/findvolunteering](http://www.islington.gov.uk/findvolunteering). You can also email [volunteer@vai.org.uk](mailto:volunteer@vai.org.uk) Please ensure that any organisation that you help gives you advice on how to keep yourself and others safe.

### Can you donate to help someone who is struggling?

Get in touch if you or someone you know needs support. Please give to the Islington Giving Crisis Fund. Every penny you give to this fund will go to people who are isolated, anxious and in most need of financial support through this crisis. [www.islingtongiving.org.uk](http://www.islingtongiving.org.uk)

## Lambeth borough residents

A helpline is available for people in Lambeth who are over 70 or have an existing medical condition which makes them more vulnerable to coronavirus. You or someone acting on your behalf can call the helpline to get advice on issues you are having, including access to medicines and food. The call handler will help you to connect with the right department in the council or to other organisations, such as Age UK, who can help you get support.

 @Lambeth coronavirus helpline | **0207 926 2999** open 9am to 5pm Mon-Fr

<https://www.lambeth.gov.uk/elections-and-council/about-lambeth/coronavirus-covid-19-information>

## Crawley borough residents

If you are a vulnerable person and don't have the support you need, the Community Hub team will be able to help you directly or signpost you to the help you need.

[https://my.crawley.gov.uk/service/Community\\_Hub\\_Request](https://my.crawley.gov.uk/service/Community_Hub_Request)

 @ 01293 438000



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## Bexley borough residents

London Borough of Bexley is here to support you during the Coronavirus pandemic. Many of you will have friends, family, neighbours and other support networks to help you, but we are here if you need our help.

Whether you need someone to get shopping, pick up other essentials, or to give you information, guidance and advice, please call us. We will work closely with Bexley's brilliant voluntary sector and local volunteers to ensure you get the help you need.

**Go online to volunteer to help residents in Bexley** or call to volunteer on ☎ @ 03003 020 056.

☎ @ **Bexley Coronavirus helpline** 020 3045 5398 open 8am to 6pm

[More information on Bexley Coronavirus helpline](#)

## Croydon borough residents

There's a dedicated helpline and email for vulnerable residents:

☎ @Croydon COVID-19 helpline | **0208 6047787**  
Email [covid19support@croydon.gov.uk](mailto:covid19support@croydon.gov.uk)

### Help with benefit advice, form filling and benefit appeals

You can contact the Welfare Rights team:  
email [WelfareRightsTeam@croydon.gov.uk](mailto:WelfareRightsTeam@croydon.gov.uk) – email is our preferred method of contact at this time

☎ @ 0800 731 5920 – operating from Monday to Friday, 9am to 4pm

Assessments will be on the phone, rather than face to face or home visits.  
Referrals can still be made for residents who need help filling out their form.

### If you need help with money advice and debts

You can contact the Money Advice Service.

The best way to contact us is by email: [moneyadvice@croydon.gov.uk](mailto:moneyadvice@croydon.gov.uk).  
You can also call these numbers from Monday to Friday, 9am to 4pm:

☎ @Mark on 07742 405 363  
☎ @Stephen on 07740 545 236

### Food stops

The council runs three food stops with community partners in Fieldway, Selsdon and Thornton Heath. If you're eligible, you can get £20 worth of fresh food and other groceries for £3.50 per week. For more information, email [gcc@croydon.gov.uk](mailto:gcc@croydon.gov.uk).

### Food vouchers

You may be eligible for food vouchers for Tesco, Sainsbury's Morrison's and Asda. Contact the Discretionary Support Team:

email [dhp2@croydon.gov.uk](mailto:dhp2@croydon.gov.uk)

☎ @ 0208 604 7226 from 9am to 4pm, Monday to Friday

<https://www.croydon.gov.uk/healthsocial/phealth/coronavirus-information/support-for-hardship-or-difficulties>



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## Bromley borough residents

Bromley Council is coordinating a group of volunteers should you need assistance. There is currently an online form to complete which can be done on behalf of someone else if necessary. If you cannot access the form online, you can phone their helpline. They may be able to help with the following:

- Bin(s) to be left outside property for collection day
- Collect a parcel
- Dog to be walked
- Friendly regular phone call
- Medicine to be collected from Pharmacy
- Post a letter
- Shopping – food, household provisions etc....

☎ @Bromley COVID-19 helpline | **0208 313 4484** weekday office hours

[https://www.bromley.gov.uk/info/1113/volunteering/1410/volunteers\\_and\\_requests\\_for\\_assistance](https://www.bromley.gov.uk/info/1113/volunteering/1410/volunteers_and_requests_for_assistance)

## Southwark borough residents

Southwark Council Emergency Hardship fund have extended eligibility to those who experience a sudden loss or interruption to income as a consequence of the impacts of COVID-19 and who lack other resources to meet their household's basic needs for short periods.

You can access the scheme by applying online or by calling **Southwark Emergency Support on 020 7525 2434**. This includes help as you wait for your first Universal Credit or other benefit payments.

**If you're unable to afford food, there are number of options available.**

These include food banks, and organisations that give away food on specific days and times. Please check the list of services below to see where and when you can access food. You will see that some of these services are only for specific groups of people such as homeless and rough sleepers, we advise contacting the service before you turn up to check that you qualify. Please note the list of services is being updated regularly.

There are also online free food finding apps. Olio is an app where you can find people giving away food and you can go and collect it from them. You can download the app.

[PECAN Southwark Foodbank](#)  
[Oasis Foodbank](#)  
[Central Southwark Community Hub Foodbanks](#)  
[Borough Free Fridge](#)  
[Saturday Breakfast Club at Dorcas Ministry](#)  
[The Pantry](#)  
[The Redeemed Assemblies Support Service Foodbank \(TRASS\)](#)  
[Webber Street Day Centre](#)  
[Winners Temple Foodbank](#)

@ **covidsupport@southwark.gov.uk**

☎ **020 7525 5000**

**General advice & info:** <https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus>

**Voluntary sector help & advice:** <https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus/covid-19-voluntary-sector-help-and-advice>

**Access to food:** <https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus/food-access>


**Community grants:** <https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus/southwark-covid-19-community-grants>








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## Other support numbers




-  @AgeUK | **0800 169 6565** free advice line 8am to 7pm 365 days a year.
-  @The Silver Line UK | **0800 470 8090** free helpline providing information and friendship to older people, open 24 hours a day, every day.
-  @Asthma UK | **0300 222 5800** helpful advice for those with the condition
-  @The BHF | **0300 330 3311** British Heart Foundation
-  @Diabetes UK | **0345 123 2399**
-  @Mind Charity | **0300 123 3393**
-  @Scope | **0808 800 3333** disability equality charity
-  @Independent age | **0800 319 6789** providing befriending services
-  @Royal Voluntary Service | **0845 608 0122** for help, advice and support
-  @Friends of the elderly | **0330 332 1110** for year-round support
-  @Contact the elderly | **0800 716 543** tackling loneliness and social isolation
-  @Sense | **0300 330 9256** or **020 7520 0972**. Textphone: **0300 330 9256** or **020 7520 0972** support on deaf / blindness
-  @Samaritans | **116 123** day or night, 365 days a year.  
email them at [jo@samaritans.org](mailto:jo@samaritans.org)

## Keeping in contact

Our office is closed, but we are still working and providing essential services. You can keep in contact with us by phone, email or online via our social media pages.

	Keniston Repairs	01689 889702
	Diane Thompson & Sharon Hobbs (Housing Officers)	01689 889706
	Andrea Spittle & Susan Rimmer (Housing Officers)	01689 889705
	Jonathan Card (Chief Executive)	<a href="mailto:jonathancard@kenistonha.co.uk">jonathancard@kenistonha.co.uk</a>
	Sue McDonnell (Operations Director)	<a href="mailto:suemcdonnell@kenistonha.co.uk">suemcdonnell@kenistonha.co.uk</a>



**Our Rent Income Officers are still available to speak to and can take rent payments:**

	Chris Little	01689 889708
	Jan Lewis	01689 889719
	Paul Alderson	01689 889707

☐ **These numbers will be staffed during office hours Monday – Friday 9am – 5pm**

**To pay your rent, you can also contact Allpay directly or you can pay online or via the app on a smartphone:-**



-  0844 557 8321      @ allpayments.net
-  0844 225 5729      @ allpay.net/app

We have published other information leaflets that may be useful to you. These are available to view on our website and will be updated as and when we receive new information.

<https://www.kenistonha.co.uk/about-us/our-policies/information-leaflets/>

**If you require anything else please e-mail [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk)**

You can find us through a variety of ways online. Please visit our website [www.kenistonha.co.uk](http://www.kenistonha.co.uk) where you will find lots of general information and help for residents. You will also find us on social media, just search Keniston Housing.

