



Helping you
to access Clarion
services and support

myclarionhousing.com



CLARION
HOUSING

Money and tenancy assistance whenever you need it

We know the cost of living is rising and the impact of this will be felt by many households across the country. If you are struggling to manage your finances or tenancy, as a Clarion resident you are entitled to our free dedicated support to help you get back on track.

Support when you're struggling with money

Our Clarion Futures Money Guidance team can assist you through a range of money challenges and every year help thousands of residents feel more confident and in control. If you are worried, the sooner you take action or reach out for help the better.

We can help you with:

- Understanding bills and budgeting
- Checking benefit entitlements
- Getting better deals on utilities
- Accessing free debt advice.



If you're having trouble paying your rent, please talk to us. We may be able to offer the right guidance to find a solution and help with food and energy bills whilst we work together on your situation.

Help with benefits

Our Welfare Benefits Advisory Service is made up of a dedicated team, who can help you understand and access the benefits you are entitled to according to your circumstances. Last year, we helped our residents claim an extra £1m in benefits.

If you need support or to find out more, visit myclarionhousing.com/money-guidance, speak to us via LiveChat or call our team on **0300 500 8000**.

Helping you keep your tenancy running smoothly

If you are finding it difficult to manage your tenancy, feeling overwhelmed, or simply need specific information, help is at hand.

Our tenancy sustainment team can help you:



Identify what areas you need help with and agree the actions



Look at your outgoings, assisting you to prioritise your expenses



Ensure you are receiving all the services you need and working with you to get them in place.

Last year, we helped more than 600 families with crisis intervention.




“Thank you so much for the help you have given me. The action plan we agreed looked at all the problems I was having. My rent arrears have now reduced, which has made me less worried as my tenancy is no longer at risk.”
- Clarion resident

For support, complete our tenancy enquiry form at myclarionhousing.com/tenancy-enquiry or call our team on **0300 500 8000. Our customer support team will put you through to the right service to get the assistance you need.**



Get a **faster**
service online

Register for your online account

-  Request repairs and contact us quickly and easily
-  Make fast, secure online payments
-  Receive local news, information and opportunities

Register before 1 April 2022 and enter our prize draw to win a £100 voucher. T&Cs apply.

If you need support getting online, call
0300 500 8000 and ask for Guideline.

myclarionhousing.com/online-account

