

## Key messages

### Messaging

The financial assistance protocol which has been developed in partnership with Welsh Government and the Welsh Local Government Association to highlight the work social landlords are doing throughout this period to support tenants.

CHC are using the #WithYou campaign to highlight this work, and would be delighted if members shared our messaging through their communications platforms to highlight the work. We have developed a range of messaging linked to the protocol below:

### Background

- Housing associations in Wales are working around the clock to ensure tenants receive the right support and advice at the right time.
- Social landlords have made a series of national commitments that will ensure tenants are safe and secure in their homes and receive adequate financial advice and support through the duration of this crisis.
- If you are a housing association tenant facing difficulties, please contact your landlord. More information on the commitments made by housing associations, and where to access support can be found at <https://chcymru.org.uk/en/coronavirus-resources-for-housing-associations/withyou-campaign>

### Commitments

Whatever you're going through XXX [insert name of HA] is with you

If you are facing difficulties, please contact us. We are with you throughout this.

#### **We will:**

- keep you safe and secure in your home
- help you get the financial support you need
- do everything we can to support your wellbeing
- support you to find solutions if you have difficulty paying your rent

XXX has committed to ensuring tenants are supported throughout the crisis.

#### **We are with you through financial hardship:**

- This means no evictions as a result of financial hardship caused by COVID-19
- We will continue to work towards ending all evictions into homelessness

#### **We are with you, providing financial support when you need it:**

- Providing support to navigate the welfare system and access Universal Credit and other benefits that people are entitled to
- Supporting you to access emergency payments to meet your energy costs

- Delivering emergency food parcels or supporting you to access services such as food banks
- Supporting you to access other emergency grants and support that may be available
- Ensuring that no you are not left with unmanageable housing related debts

### **We are with you if you need to find solutions to pay your rent**

- We are here to help, and have staff who will be able to support you through this difficult period.
- Where people experience financial difficulties, we will listen, advise and support you to make suitable arrangements to pay your rent that are affordable and manageable for the long term.

### **We are with you to help with your wellbeing**

- We will access community and support services digitally to keep tenants and staff safe
- We will provide you with support to access mental health and other community health services
- We will create online groups and make phone calls to check in on your wellbeing and support you if you are lonely or isolated
- We will regularly contact our most vulnerable tenants to ensure they are able to access the support that is available