



## **Citizens Advice Southwark –**

**We're here to help in times of crisis**

## **Cost of Living Crisis Edition**

### **Southwark Cost of Living Fund - resident application route**

Residents can apply directly to the council for support from the Southwark Cost of Living Fund by using the link to the new form and council web pages below:

<https://www.southwark.gov.uk/benefits-and-support/cost-of-living-support/southwark-council-cost-of-living-fund-scolf>

The application route is open to low income residents who are not claiming means-tested welfare benefits, including people with no recourse to public funds.

Low income residents who are claiming means-tested welfare benefits and who need extra support due to cost of living pressures can apply to the Council's existing welfare assistance scheme on 0207 525 2434.

## **New Damp and Mould Helpline**

If you are a council tenant or leaseholder and you have damp or mould in your home, the council has a new helpline you should use to report the problem: [dampandmould@southwark.gov.uk](mailto:dampandmould@southwark.gov.uk) or phone 0207 525 2600 (choose option one, then option five).

Once you've made contact with them, a council officer will visit your home and explain how they can help you.

## **Private Renters' rights**

If you live in private rented accommodation and you have damp or mould, or any other serious disrepair, and the landlord is not fixing the problem, you can go for help to the council's Private Sector Housing Enforcement Team. Use this form to report serious disrepair issues related to your privately rented property to them: <https://southwark.metastreet.co.uk/disrepair/start-page>

Please also contact Citizens Advice Southwark for advice on the options for sorting out your disrepair problems using the contact details at the end of this newsletter.

To help people further we have also developed a new website aimed at Private Renters in Southwark. The website provides a wealth of information about tenants' rights, has answers to frequently asked questions, and also lists local and national sources of help for people with problems relating to their private tenancy.

The address is <https://southwarkprivaterenters.org.uk/>

## **New Southwark Energy Savers Scheme**

Citizens Advice Southwark has launched our new Southwark Energy Savers advice service. Funded by the council, we are providing energy advice to people affected by rising energy bills and the cost of living crisis.

The service is available face to face, by phone and online to anyone who lives or works in Southwark using the contact details below.

# Citizens Advice Southwark Cost of Living Support Roadshows

We continue to organise monthly Roadshows for local residents who need help with benefits, debt, housing, energy, immigration or finding a job.

These Roadshows involve multiple partners, including the council, the DWP, and a range of local charities, and are helping many people.

Our next Roadshow is at 10am to 1pm on Thursday 30<sup>th</sup> March at Hankey Hall, 3 [Hankey Place](#) SE1 4LR

## Help if you are worried about your finances

[Our Worrying About Money leaflet](#) provides an online and user friendly and online way for people facing financial crisis to be aware of the options that exist and the sources of help that are available.

If you want paper copies of the leaflet please contact:

[Administration@citizensadviceSouthwark.org.uk](mailto:Administration@citizensadviceSouthwark.org.uk)

## Contact us for help

If you need advice, please visit us or call us.

Please note the new hours of our drop in sessions at our Walworth, Bermondsey and Walworth offices.

If you want to visit us for help at:

- our Peckham office at 97 Peckham High Street, SE15 5RS, you can drop in anytime between 10.00 am and 2.00 pm 5 days per week
- our Bermondsey office at 8 Market Place, Southwark Park Road, SE16 3UQ, you can drop in anytime between 10.00 am and 2.00 pm Tuesday and Thursday
- our Walworth office at 6-8 Westmoreland Road, Walworth, SE17 2AY, you can drop in anytime between 10.00 am and 2.00 pm Monday, Tuesday, Wednesday and Friday

If you want to call us our Adviceline number is 080 8278 7849.

If you need help claiming Universal Credit please call on 0800 144 8 444

For online referrals, please go to our website:

<https://www.citizensadvice.org.uk/advice/email-enquiry-form/>

For webchat please visit here:

[www.citizensadvice.org.uk/webchat](http://www.citizensadvice.org.uk/webchat)

For more information about our services see our website

<https://www.citizensadvice.org.uk/>

Or see us on Twitter @SouthwarkCAB

**Wishing you all the very best**

**All at Citizens Advice Southwark**



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