



Llywodraeth Cymru  
Welsh Government

**COVID-19**

Support for Tenants  
Living in Wales



Benefit / Support available	Brief outline	Who may be eligible?				
		Employed	Self-employed	Unemployed	Social tenants	Private tenants
<b>Universal Credit</b>	This is a monthly payment to help you with your living costs, such as rent, mortgage, bills etc.	√	√	√	√	√
<b>New Style Employment and Support Allowance (ESA)</b>	If you are ill or have a health condition or a disability that limits your ability to work, you may be able to get the ESA.	√	√	x	√	√
<b>New Style Job Seeker's allowance (JSA)</b>	If you're unemployed or work less than 16 hours a week you may be able to get New Style Jobseeker's Allowance (JSA) to help you when you look for work.	x	x	√	√	√
<b>Statutory Sick Pay (SSP)</b>	If you are employed and are ill or having to self-isolate because of Covid-19 you may be eligible to claim SSP.	√	x	x	√	√
<b>Job retention scheme - Furlough</b>	This is a new Covid-19 Job Retention scheme which will apply to 'furloughed workers'.	√	x	x	√	√
<b>Self-employed scheme</b>	This is a new Covid-19 self-employment income support scheme. If you are self-employed or a member of a partnership and have lost income due to Covid-19, you may be eligible to apply for a grant.	x	√	x	√	√

Benefit / Support available	Brief outline	Who may be eligible?				
		Employed	Self-employed	Unemployed	Social tenants	Private tenants
<b>Local Housing Allowance (LHA)</b>	You may be able to get help with all or part of your rent, as part of the Universal Credit process.	√	√	√	x	√
<b>Discretionary Housing Payments (DHP)</b>	DHP can provide extra money when your local council decides that you need extra help to meet your housing costs, on top of Housing Benefit and/or Universal Credit with housing costs.	√	√	√	√	√
<b>Council tax support</b>	Your local council may be able to help you in relation to paying your council tax.	√	√	√	√	√
<b>Gas/electricity</b>	The UK Government has agreed measures with the energy industry to ensure vulnerable customers who may fall into debt, remain supplied with energy while in self-isolation.	√	√	√	√	√
<b>Gas &amp; Electricity - Priority Services Register</b>	The Priority Services Register is a free service which offers several benefits such as priority support in the event of an emergency, advance notice of supply interruptions and further benefits in managing your energy account.	√	√	√	√	√

Benefit / Support available	Brief outline	Who may be eligible?				
		Employed	Self-employed	Unemployed	Social tenants	Private tenants
<b>Water</b>	Many water companies have hardship schemes or other ways they can help customers who are having problems paying their bill.	✓	✓	✓	✓	✓
<b>Broadband and mobile phones</b>	Your broadband or mobile phone provider may be able to put a payment plan, or other support in place, to help you stay connected.	✓	✓	✓	✓	✓
<b>Banks/ credit cards/loans</b>	Many banks and credit card firms are offering payment holidays, increased overdraft facilities and low interest rates to help people throughout Covid-19.	✓	✓	✓	✓	✓
<b>TV Licence</b>	If you are having difficulty paying your TV licence you should contact the TV licensing company immediately to discuss what options are available to you.	✓	✓	✓	✓	✓
<b>Free School Meals</b>	Local authorities in Wales have all made arrangements to ensure that pupils who receive free school meals continue to get them.	✓	✓	✓	✓	✓
<b>Food banks</b>	Food banks are grass-roots, community organisations aimed at supporting people who cannot afford the essentials in life.	✓	✓	✓	✓	✓

Benefit / Support available	Brief outline	Who may be eligible?				
		Employed	Self-employed	Unemployed	Social tenants	Private tenants
<b>Discretionary Assistance Fund (DAF)</b>  <b>Emergency Assistance Payment (EAP)</b>	This helps with essential costs after an emergency, a disaster, or extreme financial hardship.	✓	✓	✓	✓	✓
<b>Discretionary Assistance Fund - Individual Assistance Payment (IAP)</b>	This helps someone to live independently rather than enter or remain in an institution and covers essential household items.	✓	✓	✓	✓	✓

The information provided above was accurate when it was published. We will continue to update this throughout the outbreak of Covid-19, but it may not be accurate at the time you read it. As such, to avoid disappointment, you should always check the eligibility criteria for any support programme before applying in case it has changed. We cannot be held responsible.

## CONTACT DETAILS

If you need more general help and advice you should contact one of the following organisations:

### Citizen's Advice

Online: [www.citizensadvice.org.uk/wales/about-us/contact-us](http://www.citizensadvice.org.uk/wales/about-us/contact-us)

### Advicelink Cymru

By phone: **03444 772 020** (9am-5pm Monday to Friday)

Text relay: **03444 111 445**

### Shelter Cymru

Online: [www.sheltercymru.org.uk/contact-us](http://www.sheltercymru.org.uk/contact-us)

### Housing help/advice and expert debt advice

By phone: **08000 495 495** (9.30am – 4.00pm, Monday to Friday)

### Universal Credit

Online: [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

By phone:

**0800 328 5644** (English language)

**0800 328 1744** (Welsh language)

**0800 328 1344** (Text phone)

Phone lines are open Monday to Friday, 9.30am to 3pm.

If you need additional help get in touch with Citizen's Advice through their website: [www.citizensadvice.org.uk/helptoclaim](http://www.citizensadvice.org.uk/helptoclaim)

### New Style Employment and Support Allowance

Online: [www.gov.uk/guidance/new-style-employment-and-support-allowance](http://www.gov.uk/guidance/new-style-employment-and-support-allowance)

By phone:

**0800 328 5644** (English language)

**0800 328 1744** (Welsh language)

**0800 328 1344** (Text phone)

Phone lines are open Monday to Friday, 9.30am to 3pm.

### New Style Job Seeker's Allowance (JSA)

Online: [www.apply-for-new-style-jsa.service.gov.uk](http://www.apply-for-new-style-jsa.service.gov.uk)

By phone - Job Centre Plus:

Telephone: **0800 055 6688**

Textphone: **0800 023 4888**

Text Relay (if you cannot hear or speak on the phone): **18001** then **0800 055 6688**

Welsh language: **0800 012 1888**

Phone lines are open Monday to Friday, 8am to 6pm.

### Statutory Sick Pay (SSP)

Online: [www.gov.uk/statutory-sick-pay/eligibility](http://www.gov.uk/statutory-sick-pay/eligibility)

### Job Retention Scheme (Furlough)

Visit the UK Government website or speak with your employer.

Online: [www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme#how-much-youll-get](http://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme#how-much-youll-get)

### Self-Employed Scheme

You do not need to apply for this scheme yourself, HMRC will contact you if you are eligible.

Online: [www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme](http://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme)

### Local Housing Allowance (LHA)

Online: [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

By phone:

**0800 328 5644** (English language)

**0800 328 1744** (Welsh language)

**0800 328 1344** (text phone)

Phone lines are open Monday to Friday, 9.30am to 3pm.

### Discretionary Housing Payments (DHP)

You can find out how to contact your local council by entering your postcode into the 'find your local council' on the UK government website at [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

If you need additional help applying, contact Shelter Cymru:

Online: [www.sheltercymru.org.uk/get-advice/paying-for-housing/housing-benefit-and-council-tax-reduction/discretionary-housing-payments](http://www.sheltercymru.org.uk/get-advice/paying-for-housing/housing-benefit-and-council-tax-reduction/discretionary-housing-payments)

### Council Tax Support

Online: [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

If you need more help, you can contact your local Citizens Advice.

### Gas and Electricity

You will need to contact the company who supplies you with gas and electricity.

### Gas and Electricity Priority Services Register

You will need to contact the company who supplies you with your gas and electricity.

### Water

You will need to contact the company who supplies you with your water. If this is Welsh Water, please visit:

[www.dwrcymru.com/en/My-Account/Help-Paying-My-Water-Bill.aspx](http://www.dwrcymru.com/en/My-Account/Help-Paying-My-Water-Bill.aspx)

### Broadband and Mobile Phones

You will need to contact the company who supplies you with your broadband and mobile phone.

### Banks, Credit Cards and Loans

You will need to contact the bank/provider with which you have the loan/credit card etc.

### TV Licence

Online: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

### Free School Meals

Online: [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

### Food Banks

Online: [www.trusselltrust.org/get-help/find-a-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank)

### Discretionary Assistance Fund (DAF) - Emergency Assistance Payment (EAP)

Online: [www.gov.wales/discretionary-assistance-fund-daf/how-apply](http://www.gov.wales/discretionary-assistance-fund-daf/how-apply)

By phone:

**0800 859 5924** (free from a landline)

**0330 101 5000** (local rate)

Phone lines are open between 9.30am and 4.00pm Monday to Friday.

### Discretionary Assistance Fund - Individual Assistance Payment (IAP)

Online: [www.gov.wales/discretionary-assistance-fund-daf/how-apply](http://www.gov.wales/discretionary-assistance-fund-daf/how-apply)

By phone:

**0800 859 5924** (free from a landline)

**0330 101 5000** (local rate)

Phone lines are open between 9.30am and 4.00pm Monday to Friday.