



Improving your computer skills

Increasingly benefit applications and many other procedures are best carried out on line. We recognise that not everyone is confident enough to complete these tasks on their own.

In many cases Tracy will help with these tasks but we can also offer you specialist one to one computer training. This will be tailored to suit you and will go at a speed that you can cope with. Ask Tracy about this or contact our office.



Our service is:

- Free
- Confidential
- Independent from the benefit authorities

CONFIDENTIAL



How to find out more?

If anyone wishes to get further information they can contact **Tracy Doran** by using the following:


 **01786 446066**

 **01786 431921**

 **tracy@forthha.org.uk**

 **Forth Housing Association
Kildean Business and
Enterprise Hub
146 Drip Road
Stirling
FK8 1RW**

 **www.forthha.org.uk**

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**Income
Maximisation**

**A guide for tenants about our
Income Maximisation Service**



Forth Housing Association Ltd is a
Registered Scottish Charity No SC003550



What we can do for you

Forth's Income Maximisation Service aims to help tenants and their household members to achieve the maximum possible entitlement to welfare benefits.

Our Income Maximisation Officer, Tracy Doran, does this by giving advice and help on all kinds of benefits including the following:



- Attendance Allowance
- Disability Living Allowance
- Pension Credit
- Income Support
- Incapacity Benefit
- Working Tax Credit
- Child Tax Credit
- Housing Benefit
- Council Tax Benefit
- Employment Support Allowance
- Personal Independence Payment
- Universal Credit
- Any other state benefits

We offer a full check on what benefits you might be able to claim. We then help with any relevant forms and other paperwork. If you are turned down we may be able to help you to appeal.



What else we can help with?

We are also able to offer help with the following:

- Budgeting
- Home contents insurance
- Accessing a bank account
- Information and advice about fuel issues, bills etc
- Referral to specialist debt advice



Help in a crisis

Anyone can find themselves facing an unplanned crisis and as a result you may find yourself without food or funds, in need of essential domestic appliances or even without school uniform.

We may be able to assist you by making referral to the Start-Up Stirling Foodbank or helping with applications for crisis or community care grants. We may even be able to access charitable donations to help.

Don't be afraid to ask Tracy for help or advice as we appreciate that a crisis can hit any of us at any time.



Protecting personal details

We may ask you for personal information to help us to give you the correct advice. With your permission we only share this data with other agencies if we believe that it is necessary for the purpose of helping you to secure your benefit entitlement.