

Our services

We're more than just a landlord



We care about the people who live in our homes, and we provide a range of services to support you in building a positive future.

Read on to find out how you can access support with your finances, find a job, stay safe in your home – and much more.

Contents

- 3 Information at your fingertips
- 4 Worried about money
- 5 Other money, debt and savings advice
- 6 Community Foundation
- 7 Community grants and funding
- 9 Digital skills
- 10 Help to find work, training or start your own business
- 11 Safety in your home
- 12 Get involved





Information at your fingertips

SNG website

Visit our website at **www.sng.org.uk** to access a wide range of information and advice on:

- Debt and financial support
- Domestic abuse support
- Employment and skills
- Grants
- Home insurance
- Repairs, responsibilities and tips
- Rent and service charges
- Access to digital support
- Ways to move home
- Who to speak to about anti-social behaviour
- Community investment
- Customer engagement
- And much more

My account

The 'My account' section of the website is the online home for everything to do with your tenancy or lease.

Visit **www.sng.org.uk/myaccount** to register or log in.

Facebook

We update our Facebook page regularly with posts on everything from community activities and funding to safety tips, financial information and announcements.

Like our page at:

www.facebook.com/SovereignNetworkGroup

Worried about money?

Are you struggling?

Our experienced Customer Accounts team, including specialist Customer Income Advisors and our debt advice team, can offer expert advice on what's right for you, whatever your circumstances. This includes budgeting tips and information on repayment plans.

Universal Credit and other benefits

Whether you're new to the world of benefits or you've had them for some time, the ins and outs of claiming them can be daunting and confusing. Our Customer Accounts Officers and Customer Income Advisors can help you make a claim if you haven't made one before, or check that you're claiming what you're entitled to.

Call **0300 5000 926** and ask to speak to the Customer Accounts team.

Want to find help yourself?

We've partnered with National Support Network (NSN), a free online portal that connects you to support services for any problem, quickly and easily. If you'd rather find help yourself, use NSN by scanning the QR code or visiting **www.sng.nsn.org.uk**



Support with household bills and energy savings

Rising living costs remain a concern for many, and more people are struggling to afford the basics. We want to help you save money where you can and have provided lots of advice and information to lower and manage your household bills on our webpage:

www.sng.org.uk/customers/support/lower-household-bills



If you're finding things difficult and would like support with your household bills, get in touch by calling 0300 5000 926 or emailing **supportforyou@sng.org.uk** and our friendly, trained team can offer more help.

Housing Perks – discounts when you shop

We've partnered with Housing Perks, a free app that gives you discounts and cashback at over 100 major retailers. By using the app, you'll be able to save on average 5% on your groceries, clothing, fuel, and other essentials – at no extra cost. Plus, you can also put those savings towards your rent or service charges. Find out how it works and how to get signed up by visiting: **www.sng.org.uk/customers/support/housing-perks**



Other money, debt and savings advice

Our services are confidential, free, impartial, and tailored to your needs.

Debt

If you're struggling with paying outstanding debts and would like to speak to someone about your finances, our Debt Advice team can work with you to understand your options.

Lightning Reach

You can also sign up to Lightning Reach – a one-stop-shop for free financial support. You can look for grants, benefits, help with bills, local schemes you might be eligible for from multiple providers, and ask to be referred to our Debt Advice Service too. To get in touch, speak to SNG staff, email

supportforyou@sng.org.uk or visit **www.sng.org.uk/customers/support/debt-advice-service**

Better Off Calculator

Would you like to see how much benefit you're eligible for? Are you thinking about starting a new job and wondering how it might impact your financial situation or benefits?

To see what effect changing your circumstances could have, fill in our Better Off Calculator at

www.sng.org.uk/boc

Additional household support

We have lots of information and support available, so if you're not sure which support is right for you, scan the QR code below, or visit **www.sng.org.uk/support**.

Alternatively, you can get in touch with us at **supportforyou@sng.org.uk**



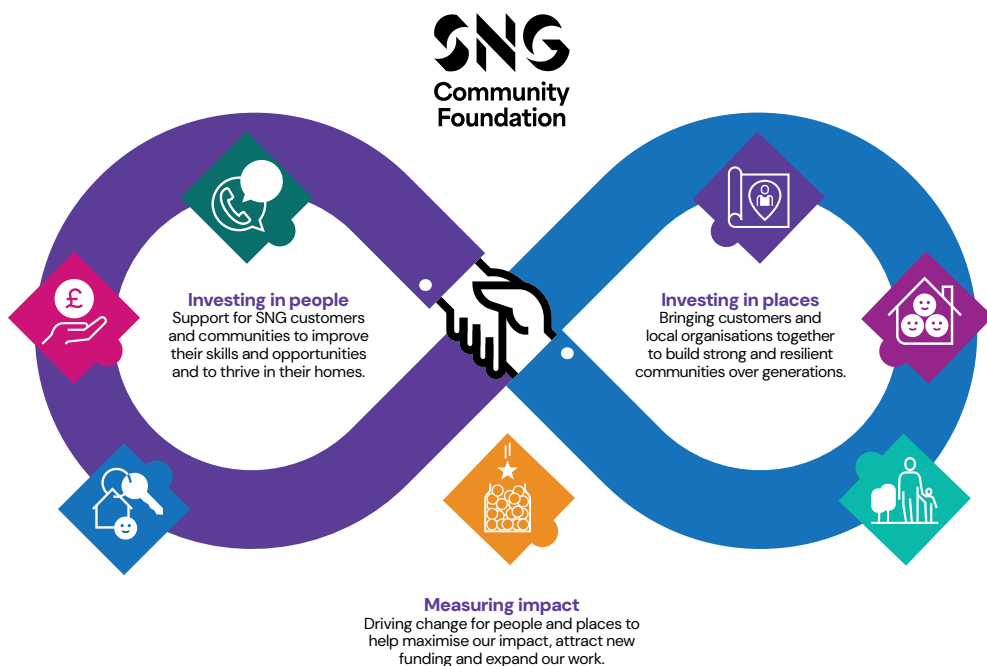
Community Foundation

We're investing £100 million to generate £1 billion of 'social value' for our customers and communities over the next decade.

This will be delivered through our new SNG Community Foundation – which is being set up as a charitable organisation to unlock even more opportunities to create lasting, positive change.

This work includes many of the services and support offers in this booklet, so link in with them to find out more.

To find out more, please email
Community.Investment@sng.org.uk



Community grants

We're committed to improving the wellbeing and quality of life of customers and developing thriving and resilient communities. One of the ways we're already supporting communities at SNG is by providing grants to community groups and charities who work with SNG customers and communities.

We offer several different community grants including Skills and Learning Grants and Thriving Communities Grants. The Thriving Communities Fund offers grants of up to £7,500 around themes such as health, wellbeing and social inclusion, community safety, environment and sustainability.



We also provide small grants around themes that are important to SNG and our communities, such as the Connected Communities fund to champion fairness and celebrate diversity.

The SNG Winter Wishes Fund provided grants of up to £1,000 to help support SNG communities over the festive period.

The SNG Summer Opportunities Fund provided grants of up to £1,000 to

help local groups deliver summer activities for children, young people, and families living in SNG communities.

Find out more by scanning the QR code, visiting www.sng.org.uk/grants or emailing grants@sng.org.uk



Investment in action

The SNG #iwill Fund creates opportunities for young people to take part in social action across our neighbourhoods. It is made possible through the national #iwill Fund, a £66 million joint investment from The National Lottery Community Fund and the Department for Digital, Culture, Media and Sport (DCMS), aimed at increasing access to high-quality youth social action.

Find out more: www.sng.org.uk/sng-iwill-fund

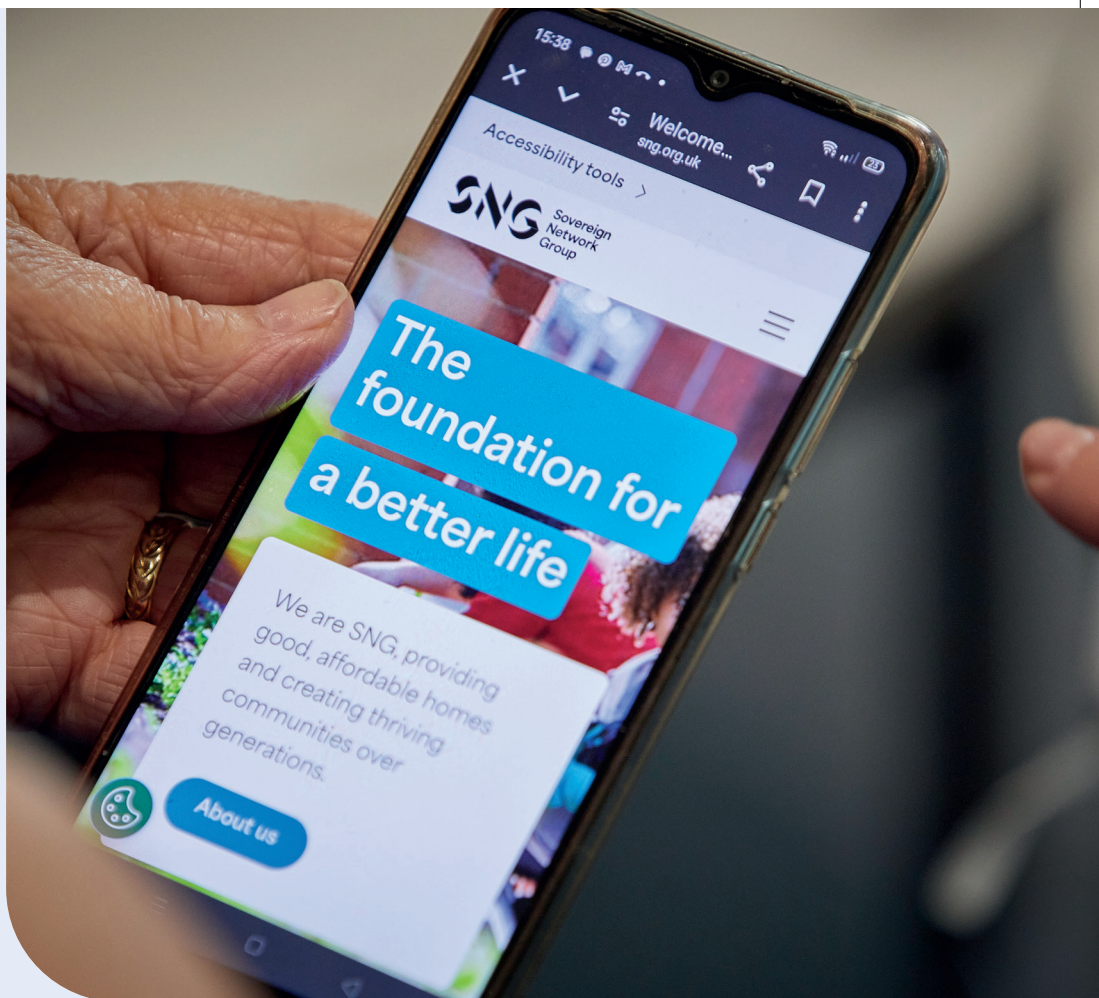
Making a difference

We awarded **£1,000** to Shine Pinehurst for their **Wonky Spud Squad** project through our Winter Wishes Fund. The project set up customer-run pop-up food hubs to reduce food poverty and provide warm, inclusive spaces for vulnerable families.

Shine Pinehurst told us:

"Thanks to this support, we've provided free, nutritious meals to over 300 people, helping families and individuals facing financial strain or social isolation. These sessions have also sparked meaningful moments—from neighbours meeting for the first time to young people building confidence through hands-on activities."



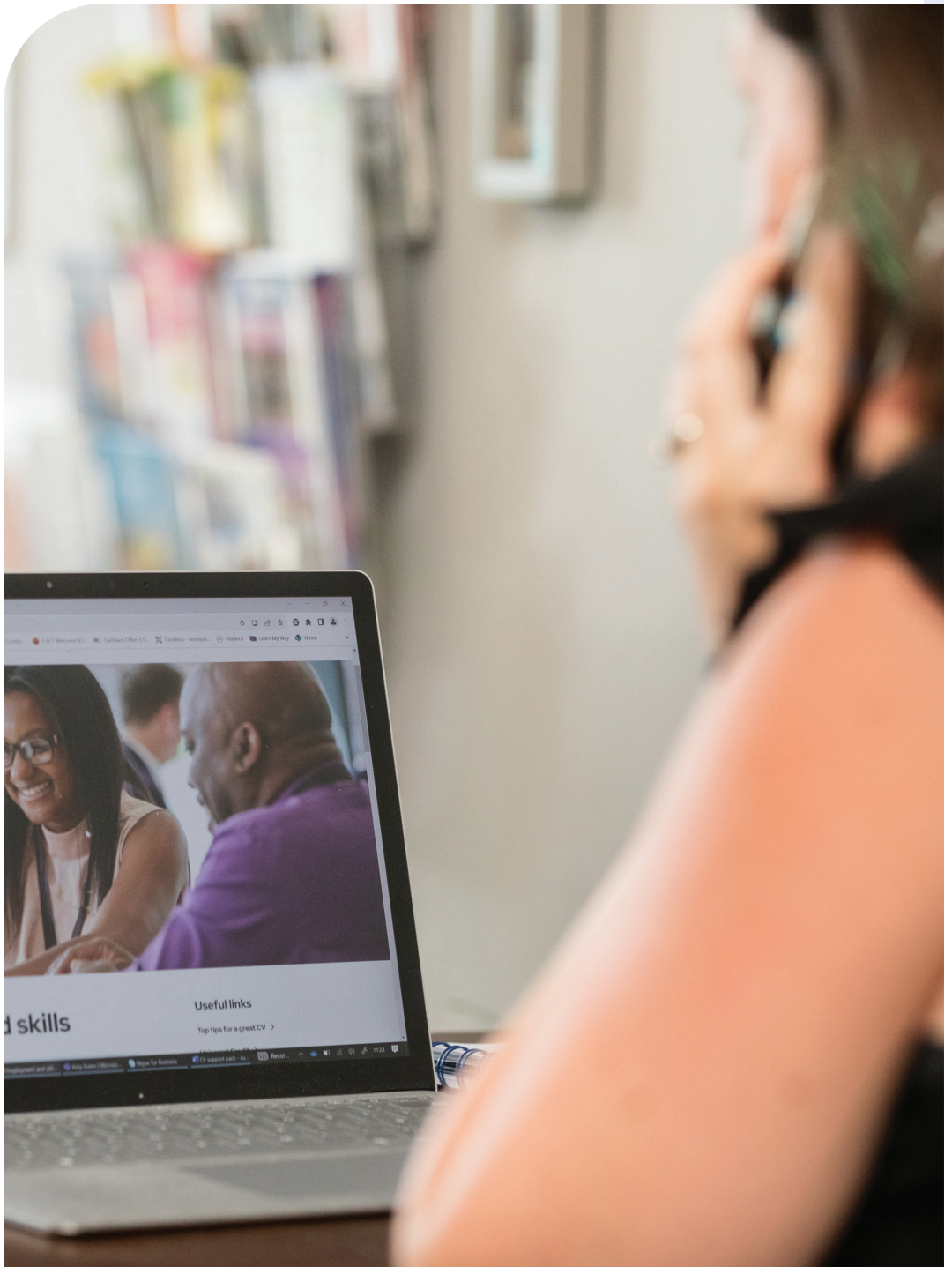


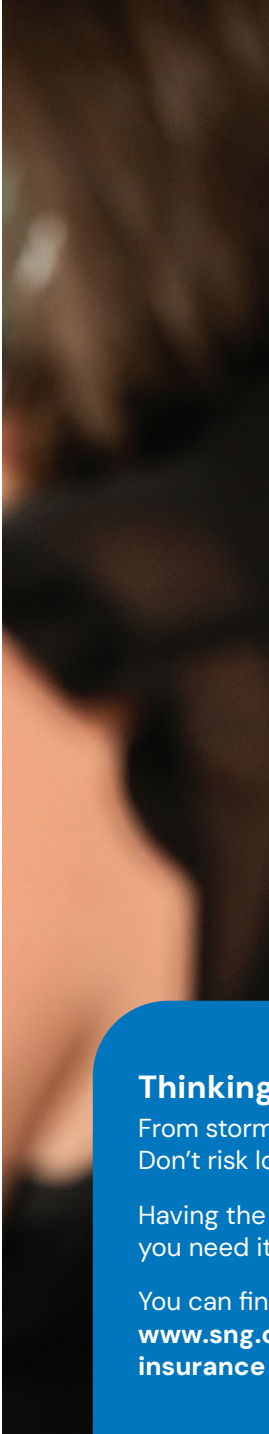
Digital skills

Our Digital Inclusion team are here to help you make sense of the internet and technology – and make the most of digital tools that will make your life easier. We offer a range of free, confidential support and services that can help you adapt and learn or improve your digital skills.

To speak to the Digital Inclusion Team about getting support with digital devices and the internet, call **0300 5000 926** or email **supportforyou@sng.org.uk**.







Help to find work, training or start your own business

Our Employment and Skills team provides a personalised service to support you at every stage of your journey. Whether you're looking for your first job, exploring a new career, aiming to gain a qualification, or hoping to start or grow your own business, we're here to help.

We can support you in a range of ways, including:

- Finding the right job for you
- Support with your CV
- Completing successful application forms
- Improving your interview skills
- Building confidence and motivation, and goal setting
- Training and qualification opportunities
- Access to IT equipment and digital skills support
- Help with self-employment and business start-up

No matter where you are in your journey, we're here to help you move forward with confidence.

To find out more please email [**supportforyou@sng.org.uk**](mailto:supportforyou@sng.org.uk)

Thinking about home contents insurance?

From storms and fires to theft and accidents, life can be unpredictable. Don't risk losing the things you've worked hard for.

Having the right insurance in place can give you the peace of mind when you need it most and might be more affordable than you think.

You can find more information and explore your options on our website: [**www.sng.org.uk/customers/general-advice/home-contents-insurance**](http://www.sng.org.uk/customers/general-advice/home-contents-insurance)

Safety in your home

Condensation, damp and mould

We take damp and mould issues very seriously and have a process in place to make sure we deal with these quickly. Visit **www.sng.org.uk/damp-and-mould** for tips on how to reduce the moisture in your home and prevent damp and mould issues. If you have a serious problem, please call us on **0300 5000 926** as we're here to help.

Keeping safe in your home

We want to keep all customers safe in their homes. Our website includes information on the fire and other safety measures we put in place, and how customers can help – including keeping shared areas clear and fire doors closed.

If you're a tenant (except in Housing for Older People), you're responsible for checking your smoke alarms regularly. Please contact us if you can't do this – and don't have family or friends to help.

If you're unable to evacuate your home in the event of a fire – due to a disability, let us know so we can carry out a Person-Centred Risk Assessment or Personal Emergency Evacuation Plan with you.

Please visit **www.sng.org.uk/safety** to find out more or scan the QR code.



Repairs and changes to your home

Our repairs services cover every scenario for fixing, maintaining and improving your home – from emergency appointments within 24 hours, through to routine repairs and essential annual safety checks, as well as refits like new kitchens and bathrooms.

Our Repairs Customer Promise sets out exactly what you can expect from us – and what you need to do: including requesting permission from us before you start any major work to your home.

Visit **www.sng.org.uk/repairs-customer-promise** to read more.







Get involved

Collaborate, shape, and influence your community

We believe customers should have a voice at the very top of our organisation, and we're committed to working together to ensure you have a real impact on the services you receive and the decisions shaping your homes, communities, and neighbourhoods.

As part of our Customer Engagement framework, customers have a clear role to influence and shape our services through the Customer Influence Panel and Scrutiny Panel.

We're also developing other ways for lots more customers to get involved – online, in person, on the phone or via email.

Visit **www.engage.sng.org.uk** to explore Engage – your digital space to share ideas, take part in polls and surveys, and help shape the services that matter most to you.

Or visit **www.sng.org.uk/about-us/customer-engagement** or scan the QR code to read more about the different ways you can get involved.



Have any questions?

Email **engagement@sng.org.uk** or ring **0300 5000 926** and ask for the Customer Engagement team to find out more.

Please contact us if you would like a copy of this information in another language

Polish

Prosimy o kontakt, jeżeli chcieliby Państwo otrzymać kopię tych informacji w innym języku.

Portuguese

Por favor, contacte-nos se pretender uma cópia desta informação noutro idioma.

Somali

Fadlan nala soo xiriir haddii aad nuqul ka mid ah macluumaadkan ku rabto luqad kale.

Bengali

আপনি যদি অন্য একটি ভাষায় এই তথ্যের একটি কপি চান তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Cantonese

若您想獲得其他版本語言資訊，請與我們聯絡。

Arabic

يُرجى التواصل معنا عند رغبتكم في الحصول على نسخة من هذه المعلومات بلغة أخرى.

Gujarati

જો તમને અન્ય ભાષામાં આ માહિતીની એક નકલ જોઈતી હોય તો કૃપા કરીને અમારો સંપર્ક કરો.

Get in touch

0300 5000 926

For South and West customers, all enquiries and out of hours emergencies.

0300 373 3000

For London and Hertfordshire customers, all enquiries and out of hours emergencies.

Head office

Sovereign House
Basing View
Basingstoke
RG21 4FA

My account

At www.sng.org.uk/myaccount, you can pay your rent, raise a repair and get in touch with just a few clicks