

Our services

We're more than just a landlord



What we do is about more than providing homes. We also have lots of other services you can benefit from.

Read on to find out how you can access everything from financial support and benefits advice to employment, skills and business start up services.

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Information at your fingertips

MySovereign

MySovereign is the online place for everything to do with organising your home, including lots of information on:

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

You can also register on **MySovereign** to easily pay your rent, check your balance or report a repair. Visit my.sovereign.org.uk for details

Facebook

Our Facebook page is updated regularly with posts on everything from community activities and funding to safety tips, financial information and announcements.

Like our page at www.facebook.com/asksovereign

Financial advice and support

Are you struggling?

Our experienced Customer Accounts teams, including specialist Customer Income Advisors and supported by 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 make sure you're claiming what you're entitled to.

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

Anyone who's registered on MySovereign can also send us a message through our 'contact us' form.

Cost of living support

We have lots of information about support available if you're worried about the cost of living. Scan the QR code below or visit www.sovereign.org.uk/col



Other money, debt and savings advice

Debt

If you are struggling with paying outstanding debts and would like to speak to someone about your finances, our Debt Advice team who can work with you to understand your options. If you need independent advice, we can also refer you to our partner, Money Advice Plus, who can help you to find a solution that's right for you. To get in touch please speak to one of our Officers or email

debtadvice@sovereign.org.uk

We also have an arrangement with Pocket Power, a telephone triage service that can help you save money on your household bills. It looks at savings on water and sewerage, broadband, mobile phones, gas and electric.

Visit www.sovereign.org.uk/money

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.sovereign.org.uk/boc



Community grants

We offer a range of grants to groups and charities that work in the heart of our communities and directly benefit our customers. We fund projects that focus on themes including:

- Health and wellbeing
- Ageing-well
- Social Inclusion and Isolation
- Equality, Diversity and Inclusion
- Environment and Place
- Customer Voice
- Employment support
- Food Insecurity
- Digital Inclusion and skills
- Youth Social Action

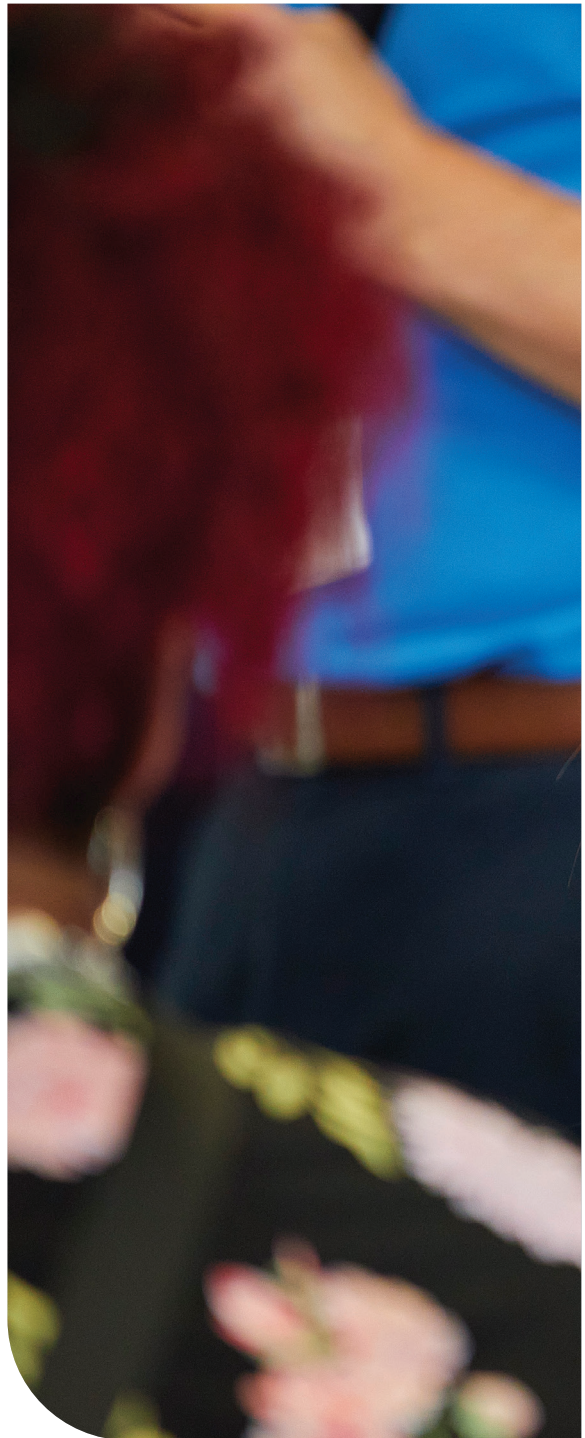
Find out more at
www.sovereign.org.uk/grants

The SNG #iwill Fund

Made possible thanks to joint investment by The National Lottery Community Fund and Department of Culture, Media and Sport, the SNG #iwill Fund creates opportunities for youth social action.

This is done through grant giving, wellbeing and social action festivals and our SNG #iwill Youth Network.

Find out more at
www.sovereign.org.uk/sovereign-iwill-fund





We've partnered with mental health text messaging service, Shout, who can provide SNG customers with free, confidential mental health support, 24 hours a day.

Text **NOTALONE** to **85258** for free, confidential support.

For more information, please visit www.sovereign.org.uk/shout

Digital skills

Whether you need a bit of a refresher or you're a complete beginner, we have training available to help you learn or improve your digital skills. We can also help you access digital equipment and the internet.

Call 0300 5000 926 and ask for the Digital Inclusion team. You can also visit www.sovereign.org.uk/digital or email fidi@sovereign.org.uk for details.

Community investment and action

Building strength in our communities is fundamental to making our homes great places to live. Our team of Community Investment and Partnership Leads work with key partner organisations and customers to co-create programmes that create equality, improve quality of life and enhance wellbeing.

Our work is centered around six core themes:

- Customer Voice - Empowering customers to share their voice and influence, take action and make a difference
- Ageing Well - Investing in creating age-friendly communities, tackling inequalities and responding to the individual needs of customers to support great quality life.
- Youth Initiatives - Supporting youth aspirations and transitions through impactful learning, development and play opportunities

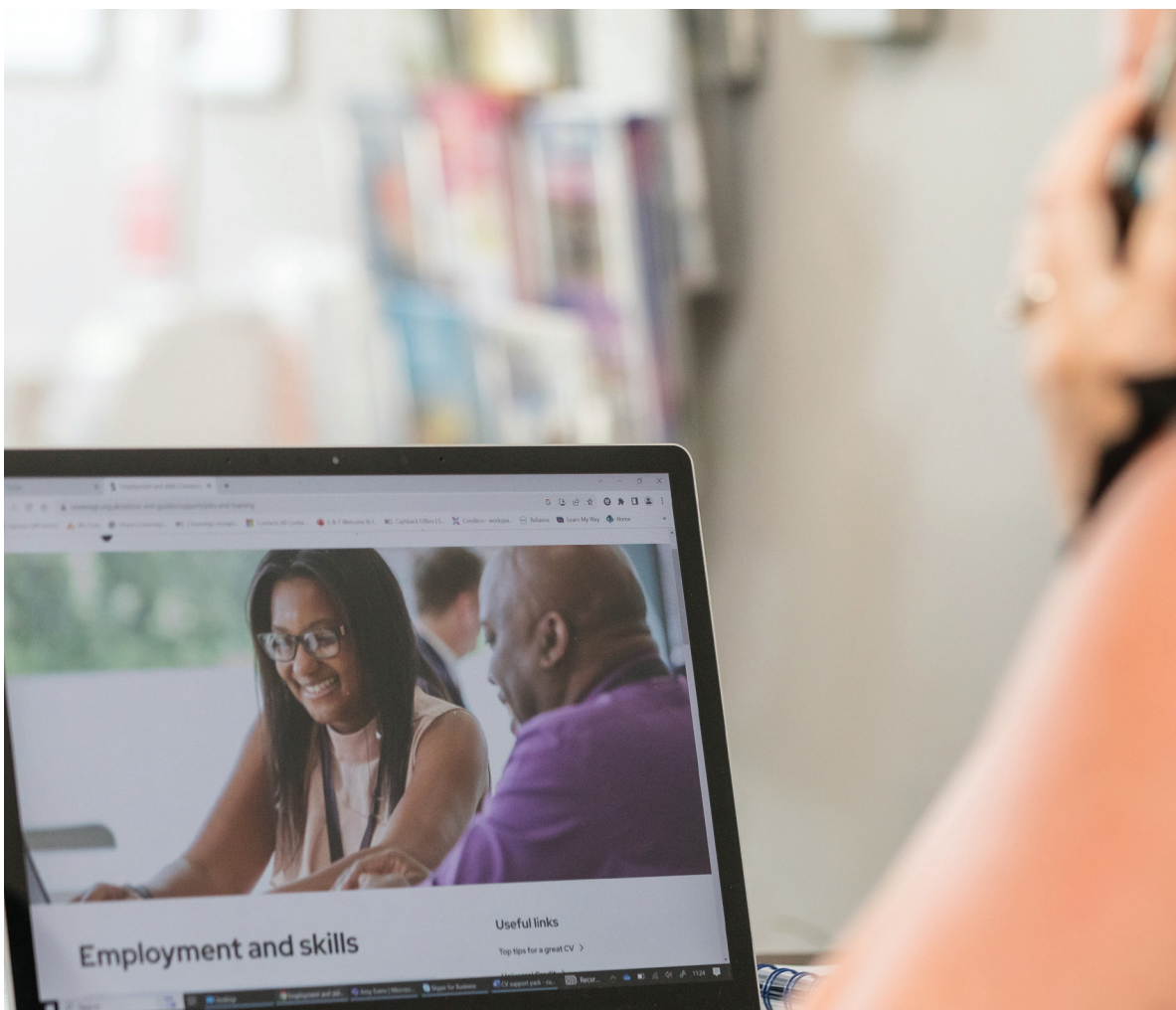
- Environment and Place - Working with our communities to create lasting improvements for a greener and safer future.
- Health and Wellbeing - Creating programmes that enhance health and wellbeing and improve the quality of our customers lives
- Social Inclusion - Supporting community connectedness and reducing social isolation to bring our communities together and feel a real sense of belonging

If you've got an idea for a programme, activity or event that could benefit our customers and community, we can provide the space and support to bring your idea to life.

Likewise, you can get involved in activities and services delivered by our partners.

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





Skills4Work

If you live on the Isle Of Wight, are not in any paid work and have the right to work in the UK, our Skills4Work employment programme might be for you.

For details on the Isle of Wight programme visit www.sovereign.org.uk/s4wiow



Employment, skills and business start-up

Our Employment and Skills team offers a tailored service for each customer, so whether you're looking for your first job or a new role, want to gain a qualification or to start or develop your own business, they're here to help.

Some of the ways they could help you include:

- Support with your CV
- Job searching
- Support with applications
- Improving your interview skills
- Online training and accreditations
- Digital skills support
- Help with self-employment, business start-up and business resilience
- Grants to help you access training and work opportunities

If you'd like to get in touch with the team, please email employmentandskills@sovereign.org.uk

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.

Condensation is much more common in colder weather so visit **www.sovereign.org.uk/damp-and-mould** for tips on how to reduce the moisture in your home (for example, did you know that one person breathing overnight creates about a pint of water in the air?) and prevent damp and mould issues.

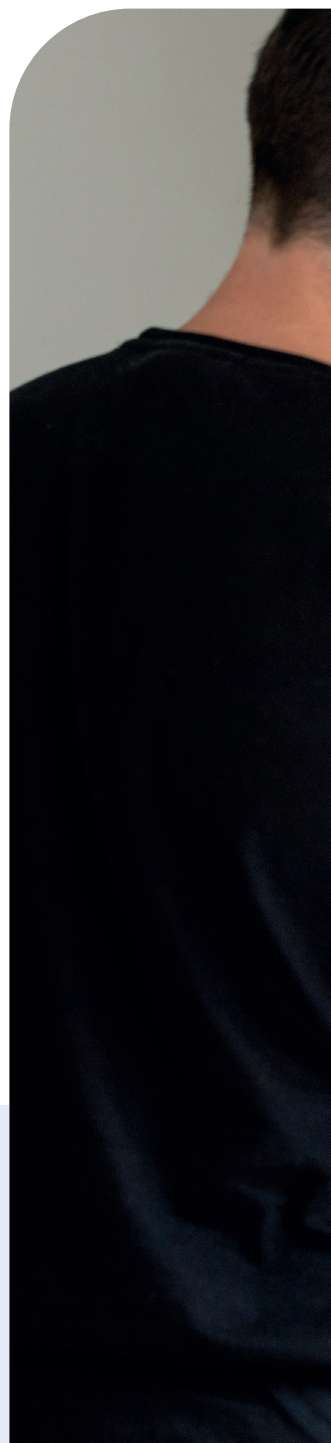
Keeping safe in your home

Safety is really important and we want to keep all our residents safe in their homes.

You can see our website for information on the fire safety measures we put in place for you, and the role of residents in fire safety.

We also explain more about the importance of gas and electrical safety checks as well as asbestos and water safety (legionella). You'll also find safety information for our shared owners and leaseholders. Please visit **www.sovereign.org.uk/safety** to find out more.

If you have a serious problem, please get in touch as we're here to help
www.sovereign.org.uk/damp-and-mould







Get involved

Our friendly Customer Engagement team works with customers to co-create and review services, getting their views on housing issues, policies and more, to influence changes inside and outside of SNG.

They do this online, in person, on the phone, via email... whatever works best for the customers involved!

Youth Panel

Our Youth Panel is made up of customers aged between 18-25 years old who make sure that we hear the views and needs of our younger customers to influence our strategies and services.

What do you get back from being involved?

- The opportunity to be a voice for customers and help to shape our services.
- It's great for your CV: show how you're volunteering your time to help create a better experience for others.
- Depending on your level of involvement, you could get opportunities to attend housing conferences and events, networking with other social housing residents and those working in the sector.
- We pay expenses, so you won't be out of pocket if you travel to see us or attend an event.
- If you have caring responsibilities, we can also support you with the cost.
- Depending on what level of involvement you choose, we'll provide IT equipment to help you take part... and refreshments if you come to an in-person session!

Have any questions?

Visit www.sovereign.org.uk/resident-engagement to read more about the different ways you can get involved.

If you prefer, just pop an email to engagement@sovereign.org.uk or ring **0300 5000 926** and ask for the Customer Engagement team.

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

All enquiries and out
of hours emergencies

Head office

Sovereign House
Basing View
Basingstoke
RG21 4FA

 **my.sovereign.org.uk**

At my.sovereign.org.uk you can
pay your rent, raise a repair and
get in touch with just a few clicks