

# Our services

We're more than just a landlord



We care about the people who live in our homes and 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.

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## Information at your fingertips

### MySovereign

MySovereign is the online home for everything to do with your tenancy. You can pay your rent, book a repair and manage appointments – and access lots of information on:

- 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
- Community investment
- Customer engagement
- And much more

Visit [mysovereign.org.uk](https://www.mysovereign.org.uk) for details on all our advice and guides.

### 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/asksovereign](https://www.facebook.com/asksovereign)

## Worried about money?

### Are you struggling?

Our experienced Customer Account 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 make sure you're claiming what you're entitled to.

Call **0300 5000 926** and ask to speak to the Customer Accounts team. (If you're registered on MySovereign, you can also use the 'contact us' form.)

### Additional household support

We have lots of information and support available, from independent debt advice to business start-up support grants. Scan the QR code below or visit: [www.sng.org.uk/col](http://www.sng.org.uk/col)



### Winter living support

Concerned about the rising living expenses? We've brought together lots of sources of cost-of-living support and advice to help you face rising costs: from government fuel support funds to money-saving tips. And information on all the services and support we offer as SNG.

Visit [www.sng.org.uk/winter-ready](http://www.sng.org.uk/winter-ready) for more information on other sources of local support, food banks, heat hubs and lots more in each geographic area.



## Other money, debt and savings advice

### 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 or email [debtadvice@www.sng.org.uk](mailto:debtadvice@www.sng.org.uk) or visit [www.sovereign.org.uk/advice-and-guides/support/money-and-debt/debt-advice-service](http://www.sovereign.org.uk/advice-and-guides/support/money-and-debt/debt-advice-service)



### Pocket Power

We also have an arrangement with Pocket Power, a telephone triage service that can help you save money on your household bills: from water and sewerage to broadband, mobile phone, gas and electricity.

Visit [www.sng.org.uk/money](http://www.sng.org.uk/money) for more information.

### 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](http://www.sng.org.uk/boc)



## Community grants and funding

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 delivering funding directly into the heart of these.

We offer a number of different community grants for projects and ideas that support people and communities to thrive.

We aim to support not-for-profit groups and organisations who work with SNG customers in our communities and share our priority themes.

These include ageing well; community action and engagement; employment support; environment and place; equality, diversity and inclusion; financial and digital inclusion; health and wellbeing; social inclusion and isolation; specialist and supported housing; tenancy sustainment; and young people.

Find out more at [www.sng.org.uk/grants](http://www.sng.org.uk/grants) or email [grants@sng.org.uk](mailto:grants@sng.org.uk)



## Investment in action

### The SNG #iwill Fund

The #iwill Fund is made possible thanks to £66 million joint investment from The National Lottery Community Fund and the Department for Digital, Culture, Media and Sport (DCMS) to support young people to access high-quality social action opportunities.

Find out more at [www.sng.org.uk/sovereign-iwill-fund](http://www.sng.org.uk/sovereign-iwill-fund)

### Thriving Communities Fund

Aimed at supporting not-for-profit groups and organisations, we offer grants of up to £5,000 for initiatives and projects that actively support the communities we work in.

Find out more at [www.sng.org.uk/thriving-communities](http://www.sng.org.uk/thriving-communities)

### Black History Month (BHM) 365 Fund

This partnership with A2Dominion Housing Group, Peabody and Metropolitan Thames Valley Housing offers grants to support projects in our communities that celebrate black history.

Find out more at [www.sng.org.uk/bhm-365](http://www.sng.org.uk/bhm-365)



## Community Foundation

We're setting up a charitable Community Foundation so that we can deliver more services and partnerships to support customers and the areas they live in – helping to create a stronger sense of community togetherness and pride.

Examples include help with finding work and starting your own business, including funding for training; advice on managing money and debt; support with food, heating and energy costs; activities for children and

young people; community-wide activities, such as gardening, to promote health and wellbeing; and activities for older residents.

We provide many of these services already but want to do more, so we've committed to investing £100million in our communities over the next 10 years.

To find out more, please email [Community.Investment@sng.org.uk](mailto:Community.Investment@sng.org.uk)



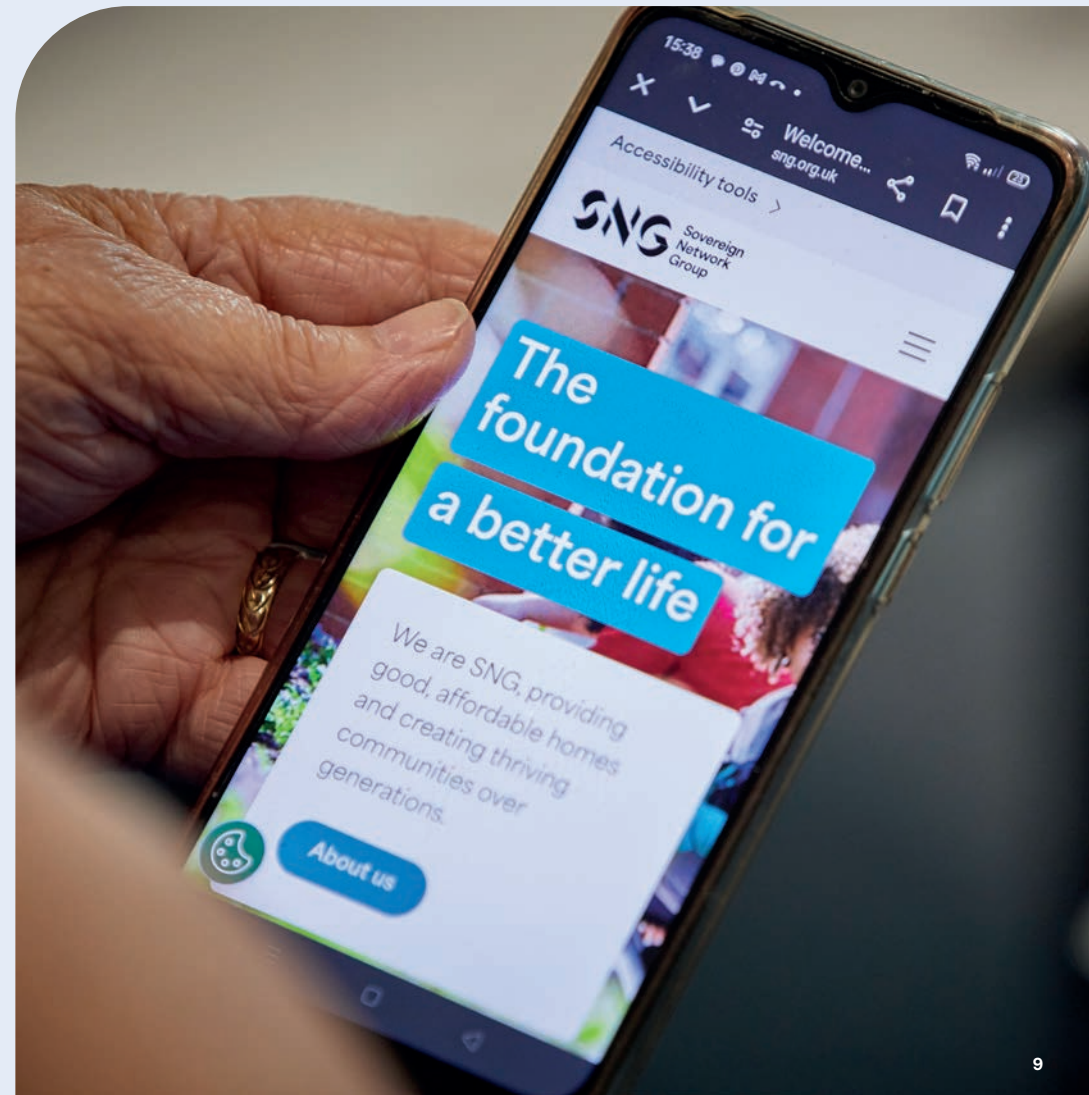
## Digital skills

Having access to digital devices (like laptops, mobile phones, and the internet), is becoming more and more essential in our everyday lives.

That's why we have a range of services, offers and support that can help you become digitally included – from skills training to accessing low-cost broadband, equipment and free sim cards.

Call **0300 5000 926** and ask for the Digital Inclusion team for more information on any of this support.

You can also visit [www.sng.org.uk/digital](http://www.sng.org.uk/digital) or email [fdi@sng.org.uk](mailto:fdi@sng.org.uk) for details.





## Career support, training, or starting a business

Our Employment and Skills team offers a tailored service for each customer. Whether you're looking for your first job, a new role, to gain a qualification or 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, as well as grants to help you access training and work opportunities.

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



### Do you live on the Isle of Wight?

If you live on the Isle of Wight, are not in any paid work and have the right to work in the UK, our Skills 4 Work employment programme might be for you.

For details, visit: [www.sovereign.org.uk/s4wiow](http://www.sovereign.org.uk/s4wiow)

## 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](http://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 get in touch 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.

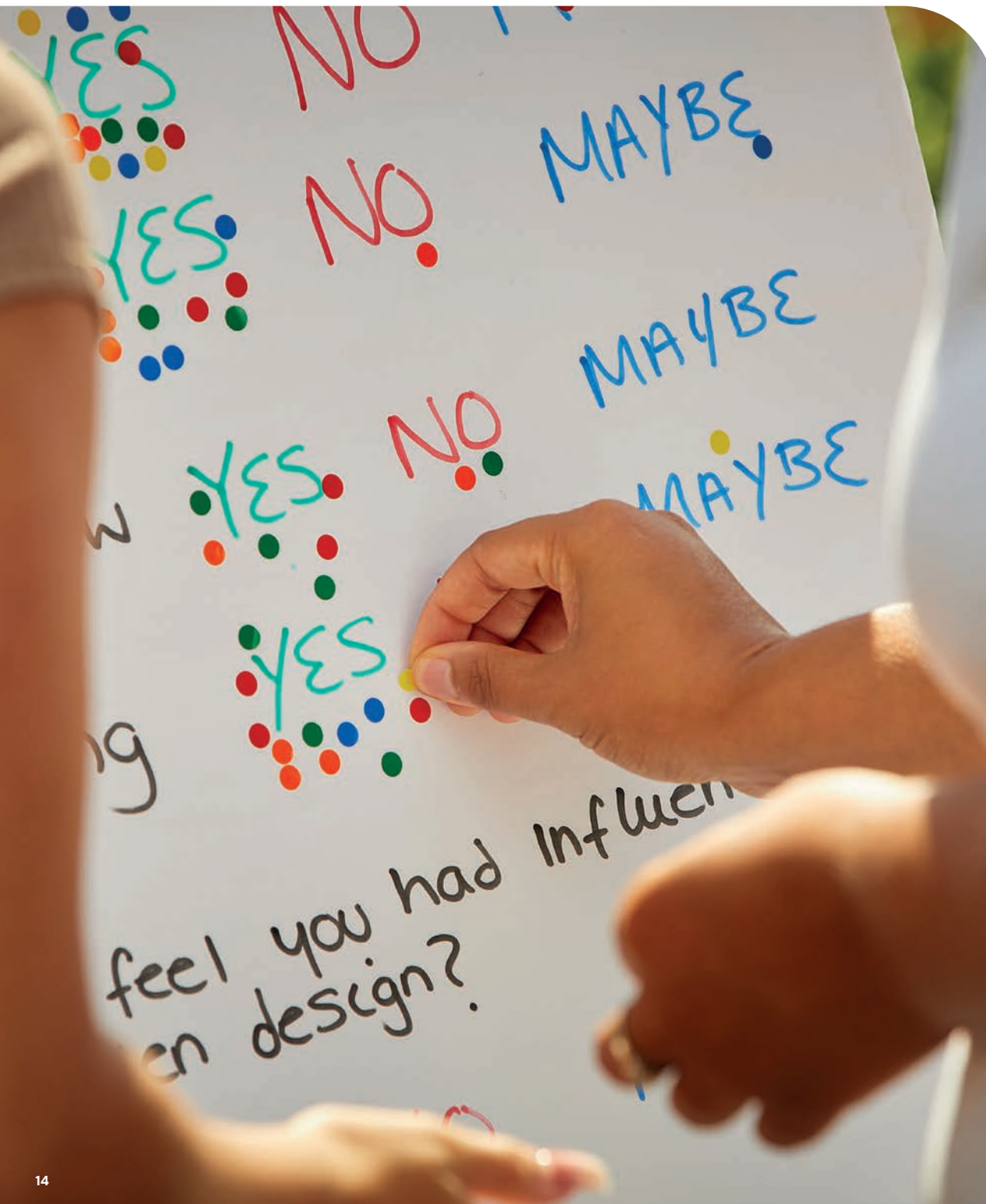
Please visit [www.sng.org.uk/safety](http://www.sng.org.uk/safety) to find out more.

### Making changes to your home

Don't forget to request permission from SNG before you start any major work to your home.

Find out what repairs require our permission – [www.sovereign.org.uk/home-improvements](http://www.sovereign.org.uk/home-improvements)





## 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 new Customer Engagement framework, customers have a clear role within our governance arrangements 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.sng.org.uk/about-us/customer-engagement](http://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](mailto: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 noutra 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 بلغةٍ 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