

## Welcome to our spring 2023 edition

Following the success of the first edition of our Financial Newsletter and the continuing cost-of-living crisis, we want to make sure that our customers can easily access advice and support that may help them through these challenging times.

We have recently held drop-in sessions with our energy advice partner Scarf with the aim to provide home energy advice to as many of our customers as possible. We held these across the North East and Scarf managed to provide advice and energy saving measures to some of our customers who were struggling. If you were unable to attend one of our drop-in sessions or we didn't visit your area, we may still be able to help you.

Please contact us on 01224 423000 or email [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk) and we can refer you to Scarf.



## Your Income — Are you claiming all that you are entitled to?

### Pension Credit

You may be eligible if you've reached State Pension age or if you are a couple, you have both reached State Pension age. To check your qualifying age visit [UK Government's State Pension age calculator](#). More information on pension credit is available at [Age Scotland](#).

### Housing Benefit & Universal Credit

Remember, our [Tenant Welfare Advisor](#) can help you to make sure you are receiving all of your entitled income. See David's contact information in the 'Useful sources of information' section of this newsletter.

You can click the images below to visit any of the following websites for help with your income:





## Energy Advice

### Energy Efficiency Advice

If you would like some energy efficiency advice or a referral to [SCARF](#) please contact us on 01224 423000 or email [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk)



### Energy Price Cap & Energy Price Guarantee

The Energy Price Cap was introduced by [Ofgem](#) in 2019 to control rising energy costs and protect customers. In October 2022 the [UK Government](#) introduced the Energy Price Guarantee, which is a temporary measure to limit the cost that can be charged by suppliers during this cost-of-living crisis. It was recently announced the Energy Price Guarantee will continue to be at the rate agreed till the end of June 2023.

For more information about the price cap and guarantee, visit the [Ofgem](#) website.



## Your Outgoings



In April we supported [#DebtAwarenessWeek](#) which is annual campaign to raise awareness that debt can happen to anyone, regardless of their background.

With the cost of living crisis continuing to bite, [StepChange Debt Charity](#) data shows that more and more people are citing the rising cost of living as the main reason for their debt - while many of their new clients are facing financial difficulty for the first time in their lives.

Find out more about how debt advice works and the support StepChange provide by [visiting their website](#) or head to the [Langstane website](#) for a 60-second debt test, and more information on how we can help you maximise the benefits you are entitled to.

Please contact your Rent Management Officer to chat about any concerns you may have regarding your rent.

Remember we are here to serve our tenants and we want to hear from you so we can help and [support you](#) through any difficult periods you are having with your finances. Call 01224 423000 and speak to a member of our Customer Service Team.



## Looking after our Communities

Providing help and support to our customers is really important to us here at Langstane and we have an inhouse Housing Support Team who can provide low level housing support to our customers. This can include either long term interactions with tenants where we work together to create a support plan or more 'one off' support such as filling out forms, help to access furniture/white goods or help contacting energy providers.

If you feel you need support with your tenancy, please contact us on 01224 423000 and Customer Service will make a referral.

We also work with a number of partner organisations who can provide additional support and services to our customers including [Scarf](#), [Abernecessities](#), [CFINE](#), [Somebody Cares](#) and the [Salvation Army](#). If you would like to be referred to one of these organisations, you can contact us on 01224 423000.



## Useful Sources of Advice

Below are some useful sources of information and advice:

Contact David Campbell, our [Tenant Welfare Advisor](#) on 01224 423000 or email [david.campbell@langstane-ha.co.uk](mailto:david.campbell@langstane-ha.co.uk)

- Depending on individual circumstances you may be entitled to help through the winter fuel payment. Visit the Scottish Government website for more information. Payments can be between £100-£300, so it's a good idea to see if you are eligible.
- Cost of living support — visit the Scottish Government website which details support available for those struggling, including contact with your Local Authority and various other areas where people may need support, for example, debt management, energy & bills or benefits & income.

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citizens  
advice  
scotland **Advice for  
Scotland**

Click [here](#) for more info on money advice outreaches across Aberdeen City

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This website has an online benefits calculator