

# Housing help



***Has your housing status been affected by the Coronavirus outbreak?***

***Has a reduced income made it harder for you to pay your rent?***

***Perhaps your landlord has served you with notice and you are being evicted?***

***Or your relationship has broken down and you want to know your options?***

***Are you about to become homeless?***

Whatever your circumstances; if you are living with friends or family, you own your home, you rent privately or live in social housing, our experienced advisers can help you to understand and exercise your housing rights. We can help you to negotiate with agencies such as the local authority, housing association, private landlord or other third parties to feel safe and secure in your home.

Issues we can help with include;

Applying as homeless

Rent arrears and debts

Understanding Bedroom tax or the Benefit Cap

Applying for discretionary housing payments

Repairs and safety

Deposit protection

Domestic abuse

Rights for mobile home owners

Possession proceedings or eviction

## **How do I get help?**

We have re-opened our offices at 64 Commercial Road, Paddock Wood, TN12 6DP and can now see clients face to face again. We can also offer telephone or email advice for those who are unable to attend our offices. Call or email us on:

**[info@pwadvice.org](mailto:info@pwadvice.org) | 01892 838619**

**Paddock Wood Community Advice Centre  
64 Commercial Road**

**Paddock Wood TN12 6DP | [info@pwadvice.org](mailto:info@pwadvice.org) | 01892 838619**

# Helping Hand

*In these strange and uncertain times, here at St Andrew's Paddock Wood, we wish to let everyone know there is always someone to turn during tough times. Together with our community partners, we have compiled a short list of agencies locally and further a field that are there to help.*

## Paddock Wood Community Support

Paddock Wood Community Support is a new mutual aid group set up to help during the Covid-19



pandemic which has full support of the Town Council. We are a group of local residents who have come together during a time when some people are finding it hard to access the help they need. We would like to support the community that we live in and ensure that nobody is left isolated or without support. We don't ask for anything in return, we just believe in helping each other in a time of difficulty.

**Contact: Tel 07385 105340 or email [Paddockwoodcommunity@gmail.com](mailto:Paddockwoodcommunity@gmail.com) or [www.pwcs.org.uk](http://www.pwcs.org.uk)**

## Kent Together Helpline:

It provides a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak. It aims

to support vulnerable people in Kent who need urgent help, supplies or medication.

**Contact: [www.kent.gov.uk/KentTogether](http://www.kent.gov.uk/KentTogether) or by calling on 03000 41 92 92.** It is a 24-hour service.

## The Community Storehouse Paddock Wood-Foodbank

The Community Storehouse is managed and staffed by volunteers who help to gather and distribute food parcels to those who need this support. The project is based at The Wesley Centre, Commercial Road, Paddock Wood



Members of our community known to be struggling to make ends meet are supported by a number of health, medical, educational, spiritual and social agencies in our town. At their discretion, these agencies can issue Community Storehouse vouchers which allow clients to collect a parcel of food items to help them prepare meals for the next few days. Alternatively, anyone may drop in with evidence of their present need and at TCS' discretion they will be helped.

**Contact: [enquiries@communitystorehouse.co.uk](mailto:enquiries@communitystorehouse.co.uk) Call us on 075821 42948** during opening hours only.

## **Mind:**

Provide advice and support to empower anyone experiencing a mental health problem. Mind campaign to improve services, raise awareness and promote understanding. Contact details



If you need non-urgent information about mental health support and services that may be available to you, please call our [Infoline](tel:03001233393) on **0300 123 3393** or email [info@mind.org.uk](mailto:info@mind.org.uk).

## **Paddock Wood Community Advice**

We offer a full, free, confidential and impartial advice service, including free debt advice. All our advisers can deal with any problem no matter how small. We have specialist benefit and debt advisers who can help you manage your finances when things become overwhelming. Our advisers have appealed successfully at benefit tribunals against the Department of Work and Pensions' decisions on many occasions. We support any individual who has a benefit need from the initial interview through to challenging awards and often overturning government decisions.



Contact:  
email [info@pwadvice.org](mailto:info@pwadvice.org) or phone **01 892 838619**

## **Paddock Wood Pharmacy**

12 Commercial Road, Paddock Wood, Kent TN12 6EL

**Contact: 01892 833203**

## **Woodlands Health Centre:**

Allington Road, Paddock Wood, Tonbridge TN12 6AX

**Contact: 01892 833331**

## **Fegans:**



Fegans provides a full range of professional counselling services in our centres and also in primary and secondary schools throughout London and the South East. Our BACP registered counsellors are all fully qualified and work with parents and children to enable them to manage their lives, build relationships and make positive choices.

Fegans is working hard to make sure we can continue to support as many families as possible during this time of Coronavirus lockdown, so **we are now offering online counselling to young people in year 7 and above.**

**Contact: email [info@fegans.org.uk](mailto:info@fegans.org.uk) phone 01892 538288**

## **Samaritans:**

We're here to listen, no judgement, no pressure, and help you work through what's on your mind. We'll never tell you what to do.



**Contact:** Call us free any time, from any phone, on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)