

Ref: STTF

Date received:

Ref No:

Telephone: 0121 355 7766

# SEVERN TRENT TRUST FUND



## HELP WITH SEVERN TRENT WATER CHARGES

### 1. PLEASE TELL US ABOUT YOURSELF

If your details are different, please amend below

(Please fill boxes as appropriate)

#### Details we currently hold for you

Name: Forenames Surname

Address: Address

Town

County

Postcode

Date of Birth:

Phone:

Email:

Mr  Mrs  Miss  Ms  Other

Name

Address

Postcode

Date of Birth  Phone

Email

Are you a home owner?

or do you pay rent to:

National Insurance Number

Yes

No

Housing Association

Local Authority

Private Landlord

Other

### 2. WHO SHARES YOUR HOME WITH YOU?

(Please fill boxes as appropriate)

I live alone  Wife\*  Husband\*  Partner\*  Children  Other\*

\*Please give full name(s) and occupation(s)

How many children 16 and under live with you?

Age of each child under 16 and their relationship to you

How many other adults or children over 16 live with you?

Age of each child over 16 and their relationship to you

Are you or anyone in your household disabled?

If YES, please tell us who

If you would like to be registered for Severn Trent's Priority Services for customers with individual needs please tick this box.

### 3. HAVE YOU APPLIED TO THE TRUST BEFORE?

(Please fill boxes as appropriate)

If you have applied for help with your water debt before please tell us when and from what address if this was different from your current address

Date applied (approx.)

Address

Postcode:

#### 4. WHAT WOULD YOU LIKE US TO CONSIDER HELPING YOU WITH?

(Please tick boxes as appropriate)

To apply you must receive your water and/or sewerage services from Severn Trent Water

Payment of arrears on water and sewerage charges

Payment of current water and sewerage charges

Payment of arrears on other bills

Assistance with other costs

#### 5. PLEASE GIVE US DETAILS OF YOUR WATER AND SEWERAGE ACCOUNTS

(Please fill boxes as appropriate)

Do you have a water meter? (please tick)

Yes

No

Account number (you can find this on your water bill)

Total £ outstanding

If you are applying for help with arrears from a previous address, please add the address details below




Postcode

Account No:

#### 6. PAYING YOUR WATER BILLS

(Please tick boxes as appropriate)

Are your water charges deducted direct from your benefits?

Yes

No

If 'NO' how do you want to pay for your future charges?

Payment Card

Direct Debit

Deducted From Benefits

Do you prefer to pay:

Weekly

Fortnightly

Monthly

If you have a payment plan in place you should continue to make payments whilst your application is being dealt with.

#### 7. ARE YOU IN ANY DEBT WITH ANY OF THE FOLLOWING?

(Please fill boxes as appropriate)

	Amount of Arrears	Weekly payment/offer
Rent	£	£
Mortgage	£	£
Secured Loan	£	£
Council Tax	£	£
Gas	£	£
Electricity	£	£
Telephone	£	£

	Amount of Arrears	Weekly payment/offer
Court Fines	£	£
HP Agreements	£	£
Catalogues	£	£
Store/credit cards	£	£
Loans	£	£
Social fund loan	£	£
Other (Please specify)	£	£

## 8. TELL US ABOUT YOUR FINANCIAL SITUATION - PLEASE INCLUDE ALL HOUSEHOLD INCOME

Advice agencies may submit the British Bankers Association or Money Advice Trust. Approved full Common Financial Statement.

<b>INCOME</b> <small>Proof must be enclosed</small>	<b>WEEKLY FIGURES</b>
<b>WAGES / SALARY</b>	
Your take home pay	
Partner's take home pay	
<b>BENEFITS / TAX CREDITS</b>	
Housing benefit	
Council tax support	
Support for mortgage interest	
Jobseeker's allowance	
Universal credit	
Income support	
Child benefit	
Child tax credit	
Working tax credit	
Maternity pay / allowance	
Bereavement benefits	
Incapacity benefit	
Employment and support allowance	
Statutory sick pay	
Disability living allowance (care)	
PIP (daily living)	
Disability living allowance (mobility)	
PIP (mobility)	
Carer's allowance	
Severe disability living allowance	
Attendance allowance	
Industrial disablement benefits	
<b>PENSIONS</b>	
State pension	
Pension credit	
Private pension	
Occupational pension	
Partner's pension	
Other pension - <i>please specify</i>	
<b>OTHER INCOME</b>	
Maintenance	
Student grant loan	
Income from lodgers or property	
Son's / daughter's contribution	
Contribution from other adult at property	
Other - <i>please specify</i>	
<b>TOTAL WEEKLY INCOME</b>	£
<i>What (if any) savings do you have?</i>	£

<b>OUTGOINGS</b>	<b>WEEKLY FIGURES</b>
<b>HOUSING COSTS</b>	
Rent	
Mortgage	
Secured loans / 2nd mortgage	
Council tax	
Life / building / contents insurance	
Other - <i>please specify</i>	
<b>UTILITIES</b>	
Water / sewerage	
Gas	
Electricity	
Coal and other fuels	
<b>HOUSEKEEPING</b>	
Food & general housekeeping	
Clothing	
<b>CHILDREN</b>	
Child care	
School meals etc.	
Maintenance	
<b>TRAVEL</b>	
Car costs ( <i>inc. MOT, Tax &amp; fuel</i> )	
Fares - train / bus	
Motability car	
<b>HEALTH</b>	
Care costs / special needs	
<b>OTHER OUTGOINGS</b>	
TV licence	
Sky / cable	
Appliance rental	
Telephone ( <i>inc. mobiles</i> )	
Loans ( <i>inc. store cards &amp; catalogues</i> )	
HP Payments	
Other - <i>Please specify</i>	
<b>TOTAL WEEKLY OUTGOINGS</b>	£

**Do not forget to enclose proof of all household income.**

**Without this we may be unable to assess your application.**

## 9. WHO IS YOUR CURRENT ENERGY SUPPLIER?

Gas

Electricity

## 10. PLEASE TICK ALL BOXES THAT APPLY TO YOU

**1) Are you:**

*(Please tick all that apply to you)*

Employed full-time

Employed part-time

Employed via an agency

Employed below minimum wage

Employed zero hours

Self employed

Retired

Unemployed

Student

**2) Are you:**

*(Please tick all that apply to you)*

In receipt of a means tested benefit

Yes

No

Waiting for a decision regarding a means tested benefit

Yes

No

Appealing against a decision not to award a means tested benefit

Yes

No

**3) Is anyone in the household:**

*(Please tick all that apply to you)*

Receiving a disability benefit

Yes

No

Waiting for a decision regarding a disability benefit

Yes

No

Appealing against a decision not to award a disability benefit

Yes

No

**4) Is anyone in the household aged between:**

*(Please tick all that apply to you)*

60-74

75-89

90 or over

**5) Do either of the following live in the household:**

*(Please tick all that apply to you)*

Dependent children

Elderly relatives

**6) Do any of the following apply to you**

*(Please tick all that apply to you)*

Benefit cap

Bedroom Tax (one room)

Bedroom Tax (two rooms)

Non-dependent deductions

Local housing allowance (LHA)

**7) Are you applying for a debt relief order within the next 7 days:**

Yes

No

**8) Please tick if applicable:**

If you are a homeowner or live in a privately rented property you may qualify for a free or subsidised boiler, free cavity wall insulation or free loft insulation. Please tick the box if you wish to be contacted by the Trust and/or npower to check your eligibility.

## 11. HELP WITH WATER AND SEWERAGE ARREARS

**TO BE COMPLETED ONLY IF YOU ARE APPLYING FOR HELP TOWARDS WATER AND SEWERAGE ARREARS. THIS SECTION DOES NOT NEED TO BE COMPLETED IF YOU ARE APPLYING FOR HELP WITH CURRENT CHARGES ONLY.**

Please give as much information as possible about your circumstances. Tell us why you have been unable to pay, add dates where possible and details of any particular hardship/illness or disability that affects you and your family and has led to your difficulties.

Continue on a separate sheet if necessary

## 12. IF YOU ARE APPLYING FOR HELP WITH OTHER HOUSEHOLD BILLS OR AN ESSENTIAL HOUSEHOLD ITEM, PLEASE TELL US WHAT YOU NEED AND WHY YOU NEED HELP.

**Important:** Please include a copy of the bill you want help with, without this, we won't be able to consider your request.

**Please note:** If the Trust agrees to purchase a household item for you, you won't be able to choose the make and type, the Trustees will choose it from a range available to the Trust.

### 13. MATCHING PLUS SCHEME

To help you with your water arrears you may be offered an arrangement under the Severn Trent Water Payment Matching scheme. If you agree to be considered for this scheme please sign below:

Signature

Date

### 14. DECLARATION

I declare that the information given on this form is complete and correct to the best of my knowledge.

I authorise the Trust or their representatives to: (a) contact the supplier of my water/sewerage service and any referral agency, other organisation or relevant person for clarification and/or confirmation of amounts owing or other information which the Trustees consider relevant to my application, (b) provide relevant information to the water/sewerage company to enable future budgeting of water charges, and (c) provide relevant information to my energy supplier/relevant Trust Fund/Advice Agency for the purpose of seeking additional grant aid or money advice. I agree that you can contact me in the future to ask about the service I have received, this helps us to improve our service for others.

Signature

Date

### 15. IMPORTANT SUPPORTING DOCUMENTATION

So that we can consider your application quickly, please remember to enclose up to date **PROOF OF ALL HOUSEHOLD INCOME** with your application for yourself, partner and any other adults and children.

All documents must clearly show name and address details as well as the amounts currently being received.

- **If you are working:** please enclose copies of your last three up to date pay slips.
- **If you are receiving benefits:** please enclose a copy of your latest benefit award letter.

If you cannot find the necessary proof of income as shown above you can provide a copy of your latest bank statement showing the amounts received.

**Please DO NOT send original documents, as they will not be returned.**

### 16. IF SOMEONE HAS HELPED YOU TO COMPLETE THIS FORM, PLEASE ASK THEM TO ADD THEIR DETAILS

Name

Job Title

Organisation

Address

Postcode

Email

Telephone

Signature

Date

## 17. PLEASE HELP US TO HELP MORE PEOPLE

Please tell us where you heard about the Trust Fund and/or where you obtained the application form.

## 18. EQUAL OPPORTUNITIES

You do not have to complete the following section if you do not want to. The questions are not part of your application; however, your answers will help us to make sure that we are reaching all members of the community.

Are you **Male**  **Female**

What do you consider your ethnic origin to be?

### WHITE

British

Irish

Any other White background

### OTHER

Any other

### MIXED

White & Black Caribbean

White & Black African

White & Asian

Any other mixed background

### ASIAN OR ASIAN BRITISH

Indian

Pakistani

Bangladeshi

Any other Asian background

### BLACK OR BLACK BRITISH

Caribbean

African

Any other Black background

### CHINESE

Chinese

Any other Ethnic Group

## 19. PLEASE USE THIS SPACE TO ADD ANY FURTHER INFORMATION YOU WISH TO TELL US

Severn Trent Trust Fund is an independent charitable Trust.

Independent Trustees oversee the policy and development of the Trust.  
The day-to-day management of the Trust is undertaken by Auriga Services Limited  
within guidelines and delegation set by the Trustees.

Severn Trent Water Charitable Trust Fund is a registered charity and is a company limited by guarantee.

Registered in England No: 05338827

Registered Charity No: 110827807

**Please return the completed form to:**

**SEVERN TRENT TRUST FUND  
FREEPOST RLZE-EABT-SHSA  
Sutton Coldfield  
B72 1TJ**