



Severn Trent Trust Fund

HELP WITH OUTSTANDING SEVERN TRENT WATER CHARGES

WE STRONGLY ADVISE YOU TO USE THE SEVERN TRENT TRUST FUND ONLINE APPLICATION PORTAL TO APPLY TO THE TRUST. THE TRUST CANNOT BE HELD RESPONSIBLE FOR APPLICATIONS THAT DO NOT REACH US IN THE POST. THIS INCLUDES RECORDED DELIVERY POST.

WHERE POSSIBLE, PLEASE APPLY ONLINE AT WWW.APPLYSTW.ORG.UK

Ref: STTF

Date Received:

Telephone: 0121 355 7766

Ref No:

1. PLEASE TELL US ABOUT YOURSELF

If your details are different, please amend below

(Please fill boxes as appropriate)

Full Name

Mr Mrs Miss Ms

Address

Date of birth

N.I. Number

Postcode

Email *

Phone

* By providing an email address and phone number, you are giving us permission to contact you via these methods

Are you a home owner? Yes

or do you pay rent to:

Housing Association Local Authority

No

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 16 and over 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 information on how Severn Trent's Priority Services can help customers with individual needs, please tick this box

3. HAVE YOU APPLIED TO THE TRUST BEFORE?

* PLEASE NOTE: IF YOUR APPLICATION WAS DECLINED, REGRETTABLY RE-APPLICATIONS CANNOT BE ACCEPTED FOR 12 MONTHS

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 from Severn Trent Water

Payment of water and sewerage arrears

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 directly 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.

| INCOME <small>Proof must be enclosed</small> | WEEKLY FIGURES |
|---|-----------------------|
| WAGES / SALARY | |
| Your take home pay | |
| Partner's take home pay | |
| BENEFITS / TAX CREDITS | |
| 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 benefits | |
| 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 | |
| PENSIONS | |
| State pension | |
| Pension credit | |
| Private pension | |
| Occupational pension | |
| Partner's pension | |
| Other pension – <i>please specify</i> | |
| OTHER INCOME | |
| 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> | |
| TOTAL WEEKLY INCOME | £ |
| <i>What (if any) savings do you have?</i> | £ |

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

Do not forget to enclose proof of all household income.

Without this, we will not be able to assess your application.

9. WHO IS YOUR CURRENT ENERGY SUPPLIER?

Gas

Electricity

Do you pay your gas / electric via pre-payment meters?

If you have a meter that you top up with a key or card to pay for your gas or electric please tick yes to this question. If you have a smart meter or pay via an app please tick no to this question.

Yes

No

10. PLEASE TICK ALL BOXES THAT APPLY TO YOU

1. **Are you:**
(Please tick all that apply to you)

Employed

Retired

Unemployed

Self-employed

Student

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

Yes

No

3. **Please tell us how you heard about the Trust Fund**

Water company representative

Facebook

Twitter

Citizens Advice Bureau

Money Advice Agency

Local School

Family/Friends/Neighbours

Local Council

PayPoint Receipt

Radio/Television

Letter/Leaflet

SMS Message

11. HELP WITH WATER AND SEWERAGE CHARGES

TO BE COMPLETED ONLY IF YOU ARE APPLYING FOR HELP TOWARDS WATER AND SEWERAGE CHARGES.

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. We may not be able to consider your application if insufficient information is provided.

Continue in section 18 if required

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.

For extremely vulnerable customers the Trust has a Further Assistance Grant scheme available. Funds are very limited and so the assessment criteria is very stringent. Applications for court fines, catalogue debts, benefit/tax credit overpayments, credit card debt, personal loans, and other forms of borrowing or cash grants will be declined. If you are applying for help with an essential household item, please explain in as much detail why it is needed.

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. OTHER SCHEMES THAT COULD HELP YOU

Your application will be assessed for all available schemes that could financially help you with payment of your water and sewerage charges.

The Trust can consider you for the Big Difference Scheme. If eligible, you could receive a reduction of up to 90% off the average Severn Trent water bill. **Please tick this box if you want the Trust to consider you for the scheme.**

The Big Difference Scheme is a non-standard arrangement to pay to help those who need assistance with their water charges. If accepted onto the scheme, this information will be shared and could have an influence on the applicant's credit status. If the applicant pays their water bill on time, sharing their data could positively affect their credit rating.

14. DECLARATION

I declare that the information I have given in 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/waste 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) consider alternative support schemes and/or provide relevant information to the water/sewerage company to enable future budgeting of water charges, Severn Trent Water share information with credit reference agencies. The Big Difference Scheme is non-standard arrangement to pay, to help those who need assistance with their water charges. If you are accepted onto this scheme, this information will be shared and could have an influence on your credit status, and (c) provide relevant information to my energy supplier/relevant Trust Fund for the purpose of seeking additional grant aid.

To see our Privacy Policy, please refer to our website at www.sttf.org.uk/gdpr. If you would like us to send you a copy, please let us know.

Signature

Date

15. IMPORTANT SUPPORTING DOCUMENTATION

So that we can consider your application quickly, you must send up to date **PROOF OF ALL HOUSEHOLD INCOME** with your application. Without this, we will not be able to assess your application.

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 receive Universal Credit:** please enclose a copy of your full Universal Credit statement which you can download from your online Journal. This must show ALL elements received and deducted.

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. This excludes Universal Credit, we must see your full Universal Credit Statement if you claim this benefit.

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

16. HOW TO TAKE SCREENSHOTS OF DOCUMENTS ON A MOBILE PHONE

If you would like to provide your proof of income via email please follow the steps below on how to screenshot.



How to screenshot on an Apple device (Touch ID model)

1. Press the lock button and the home button at the same time
2. Quickly release both buttons
3. You can locate the screenshot in your pictures/gallery



How to screenshot on an Android

1. Press the home and volume button down at the same time
2. If the above does not work press the power/lock button and volume down button at the same time.
3. You can locate the screenshot in your pictures/gallery

You can [send proof of income to contact@sttf.org.uk](mailto:contact@sttf.org.uk).

Please remember to include your name and address in the subject line so we can attach the documents to your application.

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

| | | | |
|--------------|----------------------|-----------|--|
| Name | <input type="text"/> | Job Title | <input type="text"/> |
| Organisation | <input type="text"/> | | |
| Address | <input type="text"/> | | |
| | <input type="text"/> | | |
| | <input type="text"/> | Postcode | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| Email | <input type="text"/> | | |
| Telephone | <input type="text"/> | | |

If you are from an Advice Agency and you are unable to enclose proof of income, by signing this statement you are confirming you have seen and verified all of the applicant's proof of income.

| | | | |
|-----------|----------------------|------|----------------------|
| Signature | <input type="text"/> | Date | <input type="text"/> |
|-----------|----------------------|------|----------------------|

Please note: Copies of this evidence may be requested at any time.

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

19. CHECKLIST

Step 1. Complete all sections of the application form.

Step 2. Provide copies of proof of all household income with this application or return via email at Contact@sttf.org.uk

Step 3. Read, sign and date the declaration in section 14.

Step 4. Return your application with supporting documentation to the FREEPOST address shown below or by email to Contact@sttf.org.uk

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**