



Livv Housing Group is here to support you during Covid-19

This document provides advice and guidance to help you, our customers during this difficult time.

Please note: all information is correct at the time of publishing.

Advice on money matters

Universal credit

The quickest way to make a new claim is online at: <https://www.gov.uk/apply-universal-credit>

You can also call the helpline; however this is currently very busy with long waiting times: 0800 328 5644 for help with your claim.

Citizens Advice run 'Help to Claim' which can advise you on how to sort a new claim call: 0800 144 8 144. You can also email or visit their website: advice@citizensadviceknowsley.org.uk or www.citizensadviceknowsley.org.uk

If you're Knowsley based and need help claiming benefits online, Knowsley FACE (Knowsley Council's Adult Education team) are running courses you can do remotely. Find out more: <https://www.knowsleyinfo.co.uk/content/family-and-community-education-face>

Prescot and Whiston Community Advice Centre also offers advice over the phone: 0151 443 4639

If you're self employed

The Government has announced they will provide support for self-employed people who can't work due to COVID-19.

You can claim a taxable grant worth 80% of your profits up to a maximum of £2,500 per month for the next 3 months.

To find out more and apply: <https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

Benefit assessments

Knowsley based? You can also contact Knowsley Council to speak about your benefit assessment: 0151 489 6000.

Further support

You may find the following organisations useful:

Turn2us

Free confidential advice on benefits, grants and managing your money. Visit: <https://www.turn2us.org.uk> or call 0808 802 2000.

Money Advice Service



Free advice to help you manage your money. Visit <https://www.moneyadviceservice.org.uk/en> or call 0800 138 7777.

Stepchange

Advice and guidance on managing debt. Call 0800 138 1111 or visit: <https://www.stepchange.org>

National Debtline

Independent advice for debt problems. Call 0808 808 4000 or visit: <https://www.nationaldebtline.org/>

Paying rent

During the crisis it is essential that you keep paying your rent.

We have made it easier than ever to pay your rent. You can now create an account via www.livvonline.com

This will allow you to

- Check your rent balance
- Pay your rent online
- Review your personal data

If you have any concerns about paying your rent or are concerned you may be at risk of falling into arrears, please contact Livv immediately via your livvonline account or by emailing:

contactcentre@livvhousinggroup.com or calling 0151 290 7000 or freephone: 0800 561 0007

Arrears

The government is planning to pass emergency legislation whereby if you live a social housing home and are affected by the Coronavirus (eg you are unable to work) you will be protected from eviction for three months. However, it is extremely inadvisable to let your account fall into arrears as you may be at risk of losing your home after lockdown has ended. Please contact Livv for advice as above.

Benefits and paying rent

- If you're working reduced hours due to the virus and receiving Universal credit, you need to tell them about this in your online journal
- If you were in receipt of housing benefit but have been laid off due to Coronavirus, you need to make a fresh claim for Universal credit (see above)
- If you are receiving Universal Credit but are self-isolating you should not be sanctioned for not attending a job centre appointment unless you are asked to attend for an exceptional purpose

Your gas and electricity

We will not cut off any gas or electricity meters during the lockdown. However, if you are struggling you must contact your supplier direct:

- British Gas - 0333 202 9802 <https://www.britishgas.co.uk>
- EDF - 0333 200 5100 <https://www.edfenergy.com/>
- E.on 0345 052 0000 <https://www.eonenergy.com>
- Npower - 0800 073 3000 <https://www.npower.com>
- Scottish Power - 0800 027 0072 <https://www.scottishpower.co.uk/>
- SSE - 0345 026 2658 <https://sse.co.uk>
- Ovo Energy - 0330 102 7517 <https://www.ovoenergy.com>
- Bulb - 0300 303 0635 <https://bulb.co.uk>
- Robin Hood Energy - 0800 030 4567 <https://robinhoodenergy.co.uk>

If you have a gas or electrical safety check coming up, we'll contact you to arrange.

We'll conduct any appointments as quickly as we can and our operatives will wear appropriate Personal Protective Equipment (PPE). They will also maintain social distancing rules keeping 2 metres away from you where possible. You don't have to be in the room when any inspections or repairs are carried out.

Please note, our team can only carry out emergency and essential repairs at this time.

Community Support and Volunteer line

A new Community Support and Volunteer Line has been created for Knowsley residents who need additional support and for those wanting to volunteer their time or services to help those in need in their local community.

Coronavirus COVID-19 Community Support and Volunteer Line: 0800 073 0043

The line is open: 9am to 5pm, Monday to Friday and 10am to 2pm at weekends.

Foodbanks

Do not visit a Foodbank if you have any symptoms or are self-isolating - ask someone else to pick up your food.

To use a foodbank you should be referred by local organisations with a voucher.

The Foodbank at Page Moss Baptist church has had to close but Knowsley Foodbank is running an extra session on a Friday 11am-2pm at St Andrew's Church, 3 St Andrews View, Kirkby L33 1ZF.

For more information visit:

Knowsley Foodbank: <https://knowsley.foodbank.org.uk>

Kirkby foodbank: <https://www.facebook.com/kirkbystorehouse>

Schools nurseries and community

Most schools, nurseries and colleges are currently closed however, some schools are open to children of *key workers as well as to vulnerable children.

Knowsley schools are offering childcare for pupils in these categories. Please speak to your child's school directly to find out more.

*Key workers include those working in:

- Health & Social care
- Education & Childcare
- Key public services – justice, charities, journalists, management of deceased, public service broadcasters
- Local and national government admin occupations essential to delivery of COVID response or delivering essential public services.
- Food and other necessary goods – production, distribution, sales, medical
- Public safety & national security – armed forces, fire & rescue, crime agency etc
- Transport
- Utilities communication and financial services

Emergency childcare over Easter

Keyworker who need childcare for a child under 4 should contact Knowsley's Childcare Information Service (CIS): 0800 085 2022 or 0151 443 5635 or email Childcare.information@knowsley.gov.uk.

School exams

Exams in May and June will not go ahead. Parents and Carers should contact schools directly with any queries.

Babies and toddlers

Currently places are available below, but please ring first to confirm:

- Playtots, Park View, Huyton 0151 289 7632
- Tree Tots, Stockbridge Village 0151 477 8030
- Tiger Tots, The Pride, Kirkby 0151 477 1003

- Kids Planet, Fazakerley 0151 293 0384

Finding work

Knowsley Works advisors are available providing employability and job search advice from Mondays to Friday, 9am – 5pm.

- Huyton centre - 0151 443 5010
- Halewood centre - 0151 443 2040
- Kirkby centre on - 0151 443 4933.

Keeping safe

Please inform us here at Livv if you or any other household member has symptoms or has been diagnosed with Coronavirus. This is so we can protect our staff and other customers. It will also help us to support you by assessing how we communicate with you and carry out any essential repairs you may need in your home.

Scams

Sometimes you may receive calls from other parties claiming to be Livv Housing Group. If this happens, please hang up the phone and always call us back to check on **0151 290 7000** or **freephone: 0800 561 0007**.

If anyone attempts to enter your home claiming they are a Livv operative or colleague, but they do not have identification, do not let them into your home and do not let them carry out any work. Please call us straightaway so that we can check.

Supporting others

If you know a vulnerable person who is self-isolating, they may be eligible for support with food and collecting medicine. To find out more and register: <https://www.gov.uk/coronavirus-extremely-vulnerable>

NHS Volunteer Scheme

The NHS is urgently seeking volunteers to help with COVID-19. Roles can involve:

- Collecting shopping, medication or other essential supplies
- Providing transport to patients who are medically fit for discharge
- Transporting equipment or supplies between NHS services & sites

- Supporting individuals who are at risk of loneliness.

Find out more: <https://www.goodsamapp.org/NHS>

Age UK

Age UK are supporting residents age 70 plus, those who live alone and are self-isolating will be given priority.

To find out more call 0300 003 1992, phonelines are open Monday to Thursday 10am-2pm.

NHS

If you have symptoms of the virus which are worsening, you can call: 111. Please check online advice: www.nhs.uk/conditions/coronavirus-covid-19

Samaritans

Call 116 123 or email jo@samaritans.org if you need support.

Domestic Abuse

If you or someone you know is experiencing domestic abuse and it is an emergency ring 999 for immediate assistance. You may also find the following organisations useful:

- Victim Care Merseyside: <https://www.victimcaremerseyside.org> you will need to complete a self-referral form
- Women's Aid: If you are experiencing abuse or are a child or family member affected by abuse call the Women's Aid helpline on 0808 2000 247
- Men's Advice Line: A confidential helpline for all male victims of domestic violence and abuse: 0808 801 0327, Monday to Friday 10am-1pm and 2pm-5pm
- Respect Phonenumber: Confidential advice for people who are abusive and/or violent towards their partners. Call 0808 802 4040
- National Centre for Domestic Violence 0800 970 2070 or txt 60777 or email referdirect.org.uk

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