

Housing / council tax (for Exeter residents)

Name	Offer	Contact details
Housing advice (Exeter City Council)	If you are homeless or threatened with homelessness within the next 8 weeks (56 days), please use our Contacting us for housing advice form to tell us about your circumstances. We will be in touch with you within one working day once you submit the form and will use the contact details you give us.	Contacting us for housing advice - Exeter City Council
Housing Benefit/Council Tax Support	Housing benefits for people on low income to help them pay their rent. You may be able to get Housing Benefit if you are on other benefits, work part time or full time or are on a low income. You can claim council tax support if you are on other benefits, work part time or work full time on a low income.	What you need to know about benefits - Exeter City Council
Council Tax - Exceptional Hardship Fund (EHF)	This fund has been set up to support our most vulnerable customers. Those who are having difficulties paying their Council Tax due to the shortfall between their Council Tax liability and payments of Council Tax Support. EHF payments are set up to provide short term relief and should not be seen as a long-term solution to debt problems.	To make a claim from the Exceptional Hardship Fund please send an email to housing.benefits@exeter.gov.uk with some information about your circumstances. We will contact you for further details.
Discretionary Housing Payments (DHP)	If Housing Benefit or Universal Credit Housing Costs does not fully cover your rent you will have a shortfall. If this is the case, you may wish to apply for a Discretionary Housing Payment (DHP).	What you need to know about benefits - Exeter City Council

Welfare benefits

Name	Offer	Contact information
Universal Credit	Replaces Housing Benefit and a range of other welfare benefits for most working age people. For those living in supported accommodation, those who have reached pension age, are homeless.	Link

Advice and guidance

Citizens Advice Exeter	Free, independent, impartial, and confidential service. Can help sort out money, legal and other problems. Give free, confidential, impartial and independent information and advice on subjects including benefits, employment, housing, debt, consumer rights, legal issues.	Citizens Advice Exeter - About Us Free Helpline: 0808 278 7845 (Monday – Friday, 10am – 4pm)
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Debt

CAP Debt Centre Exeter	If you are in debt, you've come to the right place. We are a charity that gives free help to anyone in debt.	Call 0800 328 0006 to speak to a debt coach Call for free from landlines and mobiles in the Uk. Lines open: 9.30am – 5pm Monday – Thursday and 9.30am – 3.30pm on Fridays
Step Change	How we help you: <ul style="list-style-type: none"> • We provide free, confidential and expert debt advice and money guidance 	StepChange Debt Charity - Free Expert Debt Advice.

	<ul style="list-style-type: none"> • We recommend the best solution or service for your circumstances • We support you while you deal with your money worries, for as long as you need our help 	
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Food

<p>Exeter Food Bank</p>	<p>If you call or email our foodbank we can talk through your situation and put you in touch with a relevant local agency. The easiest way to get your first voucher is to call our Advice Worker, Ali, on 07939 381974.</p> <p>Ali is happy to help clients through the initial process and work with them to find the agency which is best suited to help if they need more than one or two vouchers.</p>	<p>Get Help Exeter Foodbank</p>
<p>St Katherine's Community Larder</p>	<p>The St Katherines Community Larder is an Emergency Relief Project providing packages of food and essential items for local people during the Covid crisis. The Community Larder is located at St Katherine's Priory and is open for collection of essential items and food packages on Mondays and Fridays between 10am and 12 Midday.</p>	<p>Telephone 07516 692583</p> <p>E-mail stkatherinescommunitylarder@gmail.com</p> <p>St Katherines Community Larder Facebook</p> <p>Address St. Katherines Priory St. Katherines Road Exeter Devon</p>

		Postcode EX4 7JY
Foodcycle Exeter	Runs every Tuesday providing free nutritious vegetarian meals to anyone who would like one, as well as any extra food we have as food parcels. The food we cook with is reclaimed from supermarkets and reduces food waste. Mint Methodist church, Fore St, at 6.30pm. No referral needed.	Email: exeter@foodcycle.org.uk for more info Call FoodCycle HQ on: 020 7729 2775
St Thomas Food Fight	A volunteer run group, providing free food for those in need in Exeter. Here to support those in need, whether in poverty, are homeless or vulnerable. We believe everyone should have access to food. Currently offering free, takeaway food bags, every Sunday, outside Natwest Bank in Cowick St, Exeter	stthomasfoodfight@gmail.com

Energy / utilities

Exeter Community Energy	Healthy Homes for Wellbeing provides free energy and money saving advice for people living in Exeter, Mid Devon, East Devon, Teignbridge and Torbay. Our team of Home Energy Advisers will provide practical energy advice and support with the aim	Healthy Homes for Wellbeing - ECOE
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	<p>of helping as many residents save money and stay warm in their homes.</p> <p>We'll help you with:</p> <ul style="list-style-type: none"> ▪ tariff checks and supplier switching ▪ applying for the Warm Home Discount ▪ registering for Priority Services Register ▪ energy and water saving tips and advice ▪ grants for insulation and heating ▪ heating control advice ▪ smart meters ▪ referrals for help with benefits and debts 	
British Gas Energy Trust	<p>British Gas Energy Trust provides free advice and grants to households. You don't have to be a British Gas customer to apply. Some other energy companies also have their own funds to help vulnerable customers, so contact your energy provider to see if they offer grants or other support.</p>	<p>Independent fuel debt advice – British Gas Energy Trust</p>
Winter Fuel Payment	<p>If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills.</p>	<p>Winter Fuel Payment: Overview - GOV.UK (www.gov.uk)</p>
South West Water	<p>If you're on a low income, lost your job, or have had an emergency then the last thing we want is for you to worry about your bill. We have a range of support available, from flexible payment plans to help you spread the cost of your water bill to support tariffs that reduce the amount you pay if you're on a low income.</p>	<p>Need help with your water bill? (southwestwater.co.uk)</p>

Grants

Resilient Women (Co-Lab Exeter): Women's Resilience Fund	Funding for women to relieve poverty and hardship and be centred on the key drivers of stability such as personal finances, housing, employment, health and well-being.	enquiries@colabexeter.org.uk
Exeter Homes Trust- Exeter Relief in Need and Advancement in Life	Make grants to applicants in hardship residing within a 10-mile radius of Exeter centre but no age limit. Grants are awarded for payable goods and services not cash	Exeter Homes Trust - Grants
The Central Exeter Relief-In-Need Charity	One-off grants to people in need who live in Exeter for basic items such as household goods, furniture, clothing, mobility aids etc. Grants not given for general living costs or debt management. Applications in writing or by email from a welfare agency willing to act for the named person in need. Grant range normally £250 - £300.	07968 338371 reliefinexeter@gmail.com
Turn2Us	Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services	Fighting UK Poverty - Turn2us

Essential items / equipment

Devonian Grants	Individual may apply for funding of up to £1000 towards the cost of equipment that significantly improves quality of life by alleviating or removing physical mobility limitations.	Devonian Grants - Devon Community Foundation (devoncf.com)
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Turntable	Turntable is an Exeter-based charitable organisation that collects donated furniture, electrical items and carpets, that are in good, clean condition , free of charge, from the Exeter area, to pass on to families and individuals on very low incomes.	Turntable Furniture
School uniform	Speak to your child(ren)'s school – they may be able to provide a grant towards purchasing items, or they may have uniform they can provide free of charge. Many school PTAs also run their own secondhand sales.	
Baby Bank Exeter	Pre-loved baby essentials for those in need – requires professional referral	Home - Baby Bank Network Exeter (babybankexeter.com)
Exeter Repair Café	ERC 'menders' will repair electronic, electrical & mechanical items also bikes, toys & garments & show you how. Don't throw it - fix it!	exeterrepaircafe@gmail.com Maintenance mode (exeterrepaircafe.org)
Exeter Toy Library	We have a wide selection of good quality toys, games and resource books for hire, and are happy to offer help and advice about meeting the needs of individual children. We also have larger inclusive toys suitable for groups.	Opening Hours Tuesdays: 10am-4.30pm Contact Tel: 01392 436777 or email us using the contact form Visit us at Exeter Scrapstore Gordon Road Exeter EX1 2DH
Reuse Shops	All Recycling Centres (excluding Totnes*), have a shop where you can purchase good quality items looking for a new home. By reusing, you are	Pinbrook Road Recycling Centre Pinbrook Rd, Exeter EX4 8HH

	giving items another life before they are safely recycled.	
Seeing	Provides free basic computer use and i-pad, i-phone training to people with sight loss. Assistive equipment and software can be provided on a free loan basis. Signposting to other visual impairment service providers.	Telephone: 01626 777943 E-mail: seeing@kdn.eclipse.co.uk