

**Confused about Benefits?
You're not alone.**



Welfare Benefits can be difficult to get your head around, so at Trust we have a dedicated Benefits Advice Service. We want to make sure that you have the latest information on benefit entitlement and know exactly what you are entitled to. It could be more than you think.

Our dedicated Benefits Officer, **Aisha Nadeem** has several years experience and works directly with Trust tenants to ensure you get all the help you need.

We can offer advice and assistance on:

- Benefit entitlement
- Carrying out a benefit check
- Completing application forms, such as claiming Housing Benefit
- Disability Benefits
- Appeals

There is the option of a visit to your development or your home, this way you can ask any questions you like in the privacy of your own home.

98% of tenants surveyed in 2012 said they would recommend Trust's dedicated Benefits Advice Service and **100%** said the service met their needs.



Here's what some of the users of the service think:

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I found the forms really confusing,
I am glad Aisha helped me.

I could understand what she was saying to me and there was no need to shout as she was very clear when she spoke and very understanding. I like the idea of a house visit as it's private and no one needs to hear what you are saying.

Very thorough and extremely understanding. I couldn't have done it without her.

Extremely knowledgeable and very good at explaining everything. She provided a very valuable professional service.

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How do I access the Benefits Advice Service?

You can contact our dedicated Benefits Officer, **Aisha Nadeem** at anadeem@trustha.org.uk on **0131 444 4969** or **07899 987769** for more information or to arrange a visit. Or you can go to our benefits webpage and read our frequently asked questions section www.trustha.org.uk/benefits



Aisha is also available for future tenants who are considering a tenancy with Trust and are looking for advice on benefit entitlements.



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