

**North Tyneside Council
Quadrant
The Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY**

**Who to contact about this letter if you have any
queries: Tel: 0191 643 4444
(Monday to Friday 8:30am to 4:30pm)**

Dear

This letter has information about claiming Pension Credits and a voucher which you can exchange for cash.

As you may know, the Government recently announced changes to who is eligible for Winter Fuel Payments. Only people who receive Pension Credit will now receive Winter Fuel Payments.

The council has been working with its partners since the Government announcement to ensure that everyone who should receive Pension Credits, does so.

Our records show that your household is on a low income, and you do not claim Pension Credit because your household is currently receiving Housing Benefit and/or Council Tax Support, so I know that losing your Winter Fuel Payment may be difficult for you or causing you concern.

I would urge you to contact North Tyneside Citizens' Advice or Age UK North Tyneside and check whether you are entitled to Pension Credit, as they will also check that you are not missing out on any other benefits. The numbers to contact are below:

Citizens Advice

Free advice line: 0808 278 7822

You can also email for a call back within 24 hours at a time that's convenient for you:

<https://www.ntcab.org.uk/get-advice/email-us-for-a-generalist-ringback/>

Age UK North Tyneside

Tel: 0191 2808484

Email: enquiries@customerservices@ageuknorthtyneside.org.uk

The Government has provided councils with a further round of money to help our most vulnerable residents over the winter months, and North Tyneside Council has decided to use some of this money to help those who do not receive Pension Credits and therefore the Winter Fuel Payments, but are still on a low income.

I am therefore pleased to include with this letter, a PayPoint voucher of £150 to all pensionable age households under 80 years old and £200 for all pensionable age households over 80 as of [insert date] who are claiming Council Tax Support and/or Housing Benefit but not claiming Pension Credit.

The PayPoint voucher is included with this letter and can be exchanged for cash at your local PayPoint branch.

Please take the voucher, along with one form of ID documentation detailed below, to any PayPoint branch. The voucher has an expiry date of three months' time, as stated on the voucher, so please cash it before it expires.

You can take the voucher along with **ONE** of the following documents.

- Passport or Driver's Licence
- Bank Statement from the last three months (showing your name and address)
- Utility Bill from the last three months (showing your name and address)
- Council Tax bill

Unfortunately, we are unable to re-issue payments if not collected. If you would like any further information about this or have any concerns or questions, please visit: www.northtyneside.gov.uk and search for Household Support Fund or telephone 0191 643 4444 Monday to Friday 8:30am to 4:30pm.

Other help available

There is lots of information and advice available to help those on low income who may be struggling. If you want to talk to someone who will listen, and let you know what help and support you are eligible for please contact Age UK North Tyneside or North Tyneside Citizens Advice on the contact details provided above.

Kind Regards

Cllr Karen Clark
Cabinet Member for XXXX