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| [Title] [Surname] [Address line 1][Address line 2][Address line 3][Address line 4][Postcode]   | Date: October 2022Enquiries to: TBCEmail:OSSAppointments@southglos.gov.uk  |

Dear [Title] [Surname)

**Important information – Household Support Fund payment**

The government has announced a package of support known as the Household Support Fund to help households with rising food and energy bills. In addition, central government has identified eligible groups who will receive a direct payment to provide extra help and support.

To help support our pensioner households which are not eligible for this payment, but may need some extra help at this current time, we are making an award of £350 to residents of South Gloucestershire who are of pension age in receipt of Housing Benefit, but not Pension Credit.

We hope this payment will help to support you with the increased cost of living during the winter months. We have arranged for you to be able to collect your grant as a cash payment from any Post Office branch. To do this, you will need to take this Post Office payout letter to your local Post Office, along with your most recent Council Tax bill, your valid passport or valid UK or EU photo driving licence.

Please do not destroy this letter, as it contains the barcode you need to collect your cash payment. Barcodes will expire within three months from the date of this letter so please make sure you claim yours within this time.

If you have any queries about this payment, of you would like any advice on other financial support you may be eligible for, please do not hesitate to get in touch with our Customer Contact Centre. You can visit one of our One Stop Shops in Kingswood, Patchway or Yate or call us on 01454 868009.

We have a range of information and advice about financial support including tips to save energy and spend less, as well information on how to keep warm and well this winter. Please visit our website [www.southglos.gov.uk/CostofLiving](http://www.southglos.gov.uk/CostofLiving)

Yours sincerely

**Mark Pullin**

Service Director of Community Development

(T) 01454 868480

Department for People