

Sittingbourne Community Hub

Dear Hub Customer,

Our top priority is providing our community with the best possible support during these unprecedented and ever-changing times.

While the Sittingbourne Community Hub is currently not running its normal activities, Moat Foundation, Strengthening Minds and our partners will continue to offer essential local advice and support through phone contact, emails, Facebook and Facetime. Please feel free to contact us directly if you have any questions or would like to share ideas on how we can help you further.

Community Hub Support Lines

(Monday-Friday, 9am-5pm)

Strengthening Minds

 Steve/Kelly: 07933 872 615

Moat Foundation

 Jo: 07711 438 545

 moat.foundation@moat.co.uk

 **Sittingbourne
Community Hub**

Worried about paying your rent?

If you are a Moat resident and are worried about paying your rent or service charge, please let us know. We are here to help. You can contact our Customer Accounts team by emailing customer@moat.co.uk and we will call you back when a member of the team is free. We will provide flexible support, on a case-by-case basis, through this period of uncertainty.

Staying alert

We have seen many people offer a helping hand to members of their communities who are vulnerable, at risk or in need. Sadly, there are also people who are using this opportunity to carry out scams. If you are accessing support from a local, unofficial source, please keep the following in mind:

- Get help from trusted neighbours and friends wherever possible, or reputable local charities and churches if this isn't possible.
- Only give cash to those you know well and trust.
- Do not give your bank card and/or pin number to anybody.

Where you can get other support

For up-to-date health advice:

- swale.gov.uk

Citizens Advice Bureau Swale:

- citizensadvice.org.uk
- 0344 848 7978

Swale Food Bank:

- swale.foodbank.org.uk
- 07486370709
- Email: info@swale.foodbank.org.uk

Friendly Faces of Kent Support Group:

- Facebook: Friendly Faces of Kent
- Email: lesley@friendlyfacesofkent.co.uk

Essential food or hygiene packs

If you are self-isolating and in need of essential food or hygiene items, please call the Moat Foundation Support Line for a referral to our local volunteer group.

Financial or debt advice is available from:

Turn2Us:

- turn2us.org.uk

Step Change Debt Charity:

- 0800 138 1111

Debt Support Trust:

- 0800 085 0226
- Email: contact@debtsupporttrust.org.uk