

Stanhope 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 Stanhope Community Hub is currently not running its normal activities, Moat Foundation, Uprising 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)

Uprising

 Andy: 07823 384 951

 Holly: 07949 332 911

Moat Foundation

 Lauren: 07765 215 982

 moat.foundation@moat.co.uk

 Stanhope
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:

 ashford.gov.uk

Ashford Borough Citizens Advice:


 ashfordadvice.org

 01233 626 185

 Email: ashfordadvice@gmail.com

Ashford Family Food Bank:


 familyfoodbank.org

 01233 500 477

 Email: familyfoodbank@children-families.org

Financial or debt advice is available from:

Turn2Us:

 turn2us.org.uk

Step Change Debt Charity:

 0800 138 111

Debt Support Trust:

 0800 085 0226

 Email: contact@debtsupporttrust.org.uk