

Pollards Hill Community Support

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

Moat Foundation is working in close partnership with MVSC, Merton Council, Commonsense Trust and Pollards Hill Community Committee to provide essential services and assistance. While our normal community activities have been reduced to protect public health, we have contributed funding to the Pollards Hill Food Bank and will be working alongside our partners from a central hub, where we'll provide support for Pollards Hill and the wider Merton community.

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.

For up-to-date information on our services and hubs during this time, please visit moat.co.uk.

Merton Volunteer Task Force Hub

 020 8685 2272

(lines open 10am-4pm, Monday-Friday)

The Task Force Hub will offer help and support for all Merton residents. We are available to assist with food supplies, collecting medication, dog walking, electricity and gas pre-payment top ups, financial and wellbeing advice, citizens advice and more. This service is supported by Merton Council and local partners.

Help for yourself or someone you know:

- Email: help@mvsc.co.uk
- Visit: mvsc.co.uk/CoronavirusSupport

If you'd like to volunteer:

- Please email the volunteer taskforce at: volunteer@mvsc.co.uk

To contact your Moat Foundation Officer:

- moat.foundation@moat.co.uk

Where you can get other support

For up-to-date health advice:

merton.gov.uk

Financial or debt advice is available from:

- Turn2Us: turn2us.org.uk

Step Change Debt Charity:

- 0800 138 1111
- stepchange.org

Debt Support Trust:

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

For emotional support or counselling:

- ChildLine: Call 0800 1111 (under 18 years old)
- Samaritans: Call 116 123 (18 years old+)

