

Easy Read: Crisis and Resilience Fund Housing Payment

This scheme can help people who are having problems paying for their housing costs. It offers short-term financial support to help prevent homelessness.

What is a Crisis and Resilience Fund Housing Payment?

A Crisis and Resilience Fund Housing Payment (CRF-HP) can help with:

- Rent shortfalls
- Rent in advance
- A tenancy deposit
- Removal costs when moving home

You must usually receive:

- Housing Benefit, or
- Universal Credit that includes housing costs

to be considered for help.

Who can apply?

You may be able to apply if:

- ✓ Your benefit does not cover all of your rent and you cannot afford the difference.
- ✓ You need help paying a deposit or rent in advance to move to a suitable home.
- ✓ You need help with moving costs to a suitable home.
- ✗ You may not get help if you can pay these costs yourself.

What is a suitable home?

A suitable home is:

- Right for your needs
- Has enough bedrooms for your household
- Affordable for you to live in

The council may refuse help if the property is not suitable.

Help with rent

You may be able to get help if there is a gap between:

- The rent you must pay, and
- The amount Housing Benefit or Universal Credit pays

This gap is called a **shortfall**.

Examples include:

- Bedroom Tax reductions
- Benefit Cap reductions
- Restrictions on private rent support
- Deductions because of other adults in the home
- Reductions due to income levels

Help with deposits or rent in advance

You may get a one-off payment if you need to move home and cannot afford:

- A tenancy deposit
- Rent in advance

The payment is normally made directly to the new landlord.

You must show that:

- You can afford to live in the new property
- You are moving into the property
- You qualify for Housing Benefit or Universal Credit housing costs at the new address

What information will I need?

You should tell the council:

- Why you need help
- Any special circumstances
- Your income
- Your household expenses
- What you are doing to improve your situation

If applying for a deposit or rent in advance, you will also need:

- Proof of the amount requested by the landlord
- The address of the new property
- The landlord's bank details

How does the council decide?

The council will look at:

- Your income
- Your savings
- Your household circumstances

- Your expenses
- Whether you can afford to pay some costs yourself

Getting help is **not automatic**. Each application is considered individually.

What cannot be paid?

The scheme cannot pay for:

- ✗ Council Tax shortfalls
- ✗ Rent arrears
- ✗ Service charges that benefits do not cover
- ✗ Benefit sanctions
- ✗ Recovery of benefit overpayments

How much can I get?

The amount depends on:

- Your circumstances
- Your income
- Your household
- The funding available

The council receives a limited budget each year.

If my award ends

If you still need help, you can apply again.

The council will look at:

- Whether you followed previous advice
- Whether your circumstances have changed
- Whether you worked with support services offered to you

How to apply

Apply online through the council's application form. If you need help completing the form, you can ask someone to help, but you must sign it yourself.

Contact details

Phone: 0345 678 9002

Email: DHP@shropshire.gov.uk

Where to get help

You can also get advice from:

- Citizens Advice Shropshire
- Shropshire HomePoint
- Housing Options Team
- MoneyHelper
- National Debtline
- StepChange Debt Charity

These organisations can help with housing, budgeting and debt advice.