

Welfare Liaison Team



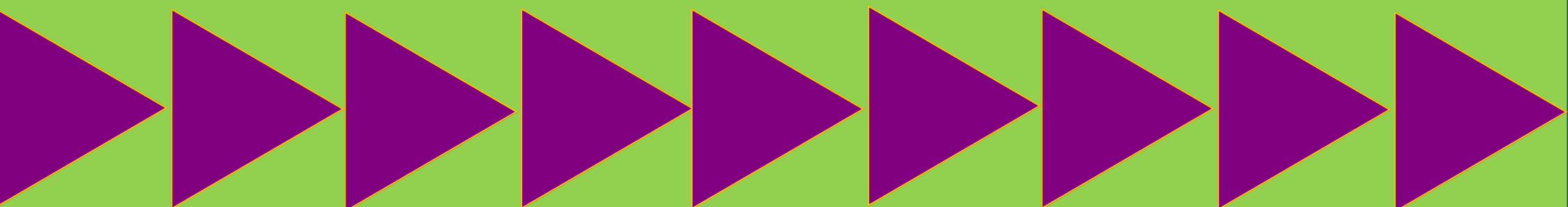
Currently a Council tenant?

Struggling to pay rent and bills?

Confused by the benefit system?

Looking for an income health check?

We Can Help



Welfare Liaison Team



(029) 20871071



welfareliaison@cardiff.gov.uk

Formed under Landlord Services in August 2015, the team offers help to Council Tenants struggling with their finances.

Over the last 7 years, 'WLT' has grown from 5 officers visiting 400 tenants, to 15 officers meeting with over 4,800 tenants between August 2022 and December 2023.

We Can Help any Council Tenant with

**Budgeting
Advice**



**Increasing
Income**



**Managing
Rent**



**Benefit
Applications**



**Grant
applications**



Downsizing



Opening a
Bank Account



Rent & Council Tax Help:

We support the finance team 'rent arrear recovery procedure', as well as the CTAX and CTAX recovery teams by providing vital support for tenants struggling to meet their rent, Council Tax and payment of arrears.

There is greater emphasis on:

- Early intervention and prevention
- Open conversation with the tenant to understand underlying causes of arrears.
- Extra Support targeted towards tenants facing change/ crisis.
- Use of the Finance industry 'Standard Financial Statement'.

Between April 2022 and March 2023 achievements:

- Affordable rent repayment plans £40k+
- Applications for other benefits £2.6m+
- Budgeting support and savings on household bills £1.9m+