

## Tenancy Sustainment Fund & Support Application Form

**1st April 2026 to 31st March 2027**

Saffron's Tenancy Sustainment Fund and Support is designed to help Saffron Tenants with the 2026-27 rent and service charge increase. The fund is to assist Tenants in finding long term solutions to enable them to support themselves fully in the future, this could be through debt advice, budget management, tenancy workshops and income maximisation.

**Please complete ALL sections of the form**

### Part A

**Please State Yes or No**

Do you have savings of over <b>£2,000</b> ?	
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If you have answered **YES** to the above question, you are **not eligible** to apply for the Tenancy Sustainment Fund. Please see the tenancy sustainment support guide on our website or if you have requested this application by post, please find the support guide enclosed. This guide may help you find other organisations that can assist.

**Please State Yes or No**

Do you receive full HB or Full UC housing element that covers 100% of your <u>rent</u> ?	
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If so, you will only be able to claim for the increase in service charge not covered by benefit. If you wish to find out how much that is, please speak to your Income Officer.

### Part B

<b>Name of main tenant:</b>		<b>Address:</b>
<b>Age of main tenant:</b>		
<b>Joint Tenant/Partner's name:</b>		
<b>Contact email:</b>		
<b>Contact number:</b>		

### Part C

#### Household Composition

**Which other adults live with you?**

**Please Tick**

None, I'm single	
My partner only (I'm in a couple)	
Other (I live with people over 18 other than my partner) Please state how many	

How many children live with you? State how many in each age group:

0 – 1 year old	
2 – 4 year old	
Primary school age	
Secondary school age	

#### Part D

Please complete the income section to the best of your knowledge. You can use select the weekly, fortnightly, 4 weekly and monthly columns depending on how you receive your income.

Please note that insufficient information will delay and/or prevent the processing of your application.

#### Section 1

How much income do you and your partner receive of the following:

Income	Amount	Frequency (please select)							
		weekly		fortnightly		4 weekly		monthly	
Wages									
Universal Credit									
Housing Benefit									
Income Support									
Income Based JSA									
Income related element of ESA									
Tax Credits									
Pension Credit									
Child Benefit									

#### Section 2

<u>Do you receive any other income?</u>	Amount	Frequency (please select)							
		weekly		fortnightly		4 weekly		monthly	
State Pension									
Private Pension									
Investment Income									
Child Maintenance									
Carers Allowance									
DLA/PIP									
Any Other Income									

## Part E

We require you to submit supporting documents, this is to ensure that you meet the criteria for the Tenancy Sustainment Fund. If you receive any of the means tested benefits listed in Section 1 above, we need to see a benefits letter or a bank statement showing the payment. If you do not receive income-related benefits, we will need to see either **2** monthly or **5** weekly pay slips or bank statement showing your wages.

We will reimburse/pay for any costs associated with providing the supporting documents. Bank statements and proof of any associated costs can be attached at the end of the online form/printed and sent along with a paper application.

**Please state Yes or No**

<b>Supporting documents included/attached</b>	
<b>ALL sections of the form have been completed</b>	

### Terms & Conditions

**Please read these carefully and make sure that you understand these terms and conditions. Grants are only payable on receipt of a signed declaration on this application form which includes these terms and conditions.**

#### Terms and Conditions

1. Applicants must be registered as a Saffron tenant prior to 1st March 2026.
2. 1 grant per qualifying household.
3. To be considered applications must meet the criteria in the application form and any other criteria set by Saffron Housing Trust.
4. Saffron Housing Trust reserves the right to change the criteria should we deem it necessary upon reviewing the scheme.
5. This grant is to cover the rental and service charge increase on your property but is **capped** at **£500**. If your total rent increase for the whole of the financial year is less than £500, this **lower** figure is the amount you will receive.
6. Applications are backdated to April 2026.
7. Tenants do not have the automatic right to the grant. Grant payments are awarded on a discretionary basis, there is no appeal process.
8. This grant will be directly paid to the rent account by Saffron Housing Trust as a one-off lump sum.
9. If you end your tenancy before March 2027, we reserve the right to recover unused funds that have been awarded to you up to the value of the grant fund awarded.
10. Saffron reserves the right to decline any application should grant funding be unavailable.
11. Grant payment will be made within 28 days of being approved.
12. Grant applicants will be notified of the Panel decision either by telephone or in writing.
13. If your circumstances change you can reapply and will be considered if you meet the criteria.
14. Payments made in good faith that should not have been made (e.g. misleading information given, fraudulent activity) will be reclaimed from the rent account.
15. We may ask you to provide further information to support your application.

## General Data Protection Regulation (GDPR) Statement

We collect the information in this form, and any supporting documents, to assess your application for the Tenancy Sustainment Fund & Support in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This includes details about you and any joint tenant, your household composition, savings, income, benefits and other financial circumstances. We may also request evidence to verify the information provided.

We use this information to:

- Assess your eligibility for support and make a decision
- Verify the information provided
- Provide tenancy sustainment assistance
- Prevent fraud or misuse of funds
- Meet legal, financial and audit requirements

We process this information as part of our role as a social housing provider and to help sustain tenancies. This means we rely on lawful bases such as carrying out our public task, complying with legal obligations and our legitimate interests in administering and safeguarding the fund. We do not rely on your consent to process this information.

We may contact you using the details provided to discuss your application or request further information.

Where you provide information about other members of your household, you should ensure they are aware that their information is being shared for the purpose of this application.

Information will be shared internally with appropriate Saffron staff involved in assessing and administering the fund, and with third parties where necessary to process payments or provide support.

Records relating to your application and any financial transaction will be retained for up to 6 years from the date of the final payment, in line with financial and HMRC requirements, after which they will be securely deleted.

Full details of how we use personal data and your rights are available in our Privacy Notice at [www.saffronhousing.co.uk](http://www.saffronhousing.co.uk)

## Declaration

By signing this declaration, I am adhering to the Terms and Conditions set out in this application form. I declare that the information provided is correct and to the best of my knowledge and that I am a Saffron tenant. I understand that Saffron Housing Trust may ask me for further information to confirm that the information I have provided is correct. I agree that Saffron may make the necessary enquiries to verify the information provided on this application.

Main applicant  
signature:

Date:

**Please return by email to [TenancySustainment@saffronhousing.co.uk](mailto:TenancySustainment@saffronhousing.co.uk)  
or post to: Tenancy Sustainment Fund, Income Team, Saffron Barn, Swan Lane, Long Stratton, Norfolk, NR15 2XP.**