

ROGER'S STORY

Roger is an 83-year-old customer who is now £1,232.30 better off thanks to our Better Off Calculator.


Roger suffers from health difficulties and was already in contact with our community support team, Moat Foundation, who provide Cuppa, Cake and Company mornings in the independent living scheme where he lives. Roger was convinced that he was unable to claim benefits due to receiving a state and private pension. He was referred to our Benefits and Income Maximisation team.

Benefits and Income Maximisation Officer, Kirstie, arranged a visit with Roger to discuss his concerns and show him our Better Off Calculator. Some quick calculations using basic information about his income and household revealed that Roger wasn't claiming everything he was entitled to.

Roger now benefits from an additional **£648.40** per month in housing benefit and **£104.47** per month in council tax support. He also now benefits from **£479.43** per month in attendance allowance, which helps pay for the cost of someone to help care for him. This totals a huge **£1,232.30** in additional income thanks to the Better Off Calculator and the team.


Not only this, but as he'd reached qualifying age for housing benefit and council tax reduction, Roger also claimed a backdated housing payment of **£1,467.76** and a refund from us of **£1,796.48** due to his account being in credit. Roger's Neighbourhood Services Manager, Rob, discussed how we could help him with his health issues. Rob referred Roger to social services who helped him set up an appropriate support package to live more comfortably.

Roger says: "If anyone in this building or any other building here asked me for my recommendation, it would be Kirstie and Rob. They're brilliant and really put themselves out. Nothing is difficult. I recommend them all the way through."



Kirstie put herself out from the word go. She's got the knowledge and experience and it's done me a lot of good. Everything has been done correctly and there's been no hassle. Without Kirstie, I'd be lost. ”

- Roger, Moat customer



Kirstie, Kirstie, Benefits and Income Maximisation Officer

If you, or someone you know needs financial advice, please get in touch with our Benefits and Income Maximisation team. You can call them on **0300 323 0011** or email customer@moat.co.uk.