

Grant Guidance Notes

Hospitality Action, 62 Britton Street, London EC1M 5UY
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Hospitality
Action

PLEASE READ THE NOTES BELOW CAREFULLY BEFORE COMPLETING THE APPLICATION FORM.

Can we help you?

Hospitality Action is the **trade charity** for the hospitality industry and as such we can only consider applications for financial assistance from people who have past or current employment within the UK hospitality industry. Please read the 'Are we able to help you?' section on our website thoroughly before submitting your application.

We generally support people who have worked during one of the following time frames:

- Currently working within the industry
- Have worked for seven years or more in their lifetime

If you have previously received a grant from us, we cannot usually consider further support for **at least** two years from the date of your last application (depending on your years of employment in hospitality). However, if there has been a significant change in your circumstances please contact our grants team to discuss your situation before completing a new application.

Reason for application

We try to offer help in as many ways as possible but at present we **cannot** consider applications for:

- Education related costs.
- Private medical treatments.
- Legal costs (except debt solution fees such as bankruptcies and Debt Relief Orders).
- Residential Care fee shortfalls.
- Business costs such as start up costs or any ongoing bills.
- Non-priority debts such as credit card debts, overdrafts, payday and unsecured loan repayments.
- Payday advances.

Application Process

- Completed application forms are checked through by our caseworkers.
- If there is any information missing or we have any queries we will contact the supporting agency or the applicant directly depending on the nature of the query.
- Once we have all the information we require the application will be presented for consideration.
- Written notification of our decision will be sent out via post or email. If we cannot help with your request we will explain why.

Supporting Documentation

Mandatory Supporting Evidence

To confirm your income and financial situation we require copies and/or scans of the following:

- Please send a copy of all pages of a recent full months' bank statement for all individual and/or joint current and savings accounts held by you and/or your partner/spouse.
- Evidence of your current/past employment within the U.K. hospitality industry, e.g. payslips, contract of employment, P45/P60s, HMRC records, etc
- If you receive Universal Credit please send a copy of all pages of your most recent award statement.

Other Supporting Evidence

What you are seeking help with will influence the type of supporting documents required.

- **Debts** – A supporting letter will need to come from a specialist debt advisor such as PayPlan, Citizens Advice or Step Change outlining how the debts arose, whether a debt management plan is now in place and/or recommending a particular debt solution.
- **Furniture and Flooring** – If you are requesting help with carpets or other flooring we will need at least one quotation.
- **Mobility Items** – We can consider help towards the cost of mobility items such as mobility scooters, riser/recliner chairs and profiling beds. Any application like this will need to be supported in writing by an Occupational Therapist who can confirm your medical need. You are entitled to an OT assessment from your local authority. If you face a long waiting list for this assessment we may be able to fund a private assessment.
- **Housing Repairs** – We can consider assisting with repairs to boilers and central heating systems and shortfalls in Disabled Facilities Grants. If you require any other type of household repair please email grants@hospitalityaction.org.uk for further information about this before completing the application.
- **Rent and/or Deposit for a tenancy** – We will require evidence of the cost to secure the tenancy i.e. a copy of the tenancy agreement.
- **Funeral Costs** – we will need you to have approached the government's Bereavement Service to apply for a Funeral Expenses Payment first and will need to see a copy of their decision letter. We will also need a copy of the funeral director's bill.

Data Protection/GDPR

How we treat and process your data with regards your application for assistance is covered by the General Data Protection Regulation (GDPR) (EU) 2016/679.

Our Privacy Policy can be found on our website - <http://www.hospitalityaction.org.uk>

If you have any questions about any part of our application form or what we require please don't hesitate to get in touch via grants@hospitalityaction.org.uk

PLEASE NOTE

It will slow down your application if you return an incomplete form or do not send in the supporting documentation required.