

Yorkshire Water Community Trust Application form



The Yorkshire Water
COMMUNITY TRUST

Registered Charity No. 1047923

By signing and returning this application form, I

- Confirm the details provided are true to the best of my knowledge;
- Understand that the Trust will process and store my personal and, sometimes, sensitive information in accordance with the General Data Protection Regulation and the Trust criteria to decide the outcome of my application;
- Agree to the following personal details needed in processing my application being shared with Yorkshire Water;
 - Name
 - Address
 - Yorkshire Water Reference Number
 - Trust application outcome status (pending/awarded/rejected)
 - Award amount (if applicable)

Signed	Name	Date

1. Your details

Yorkshire Water Customer Reference Number	
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Applicant name and address

Supply address (if different)

For official use	
Application number	

For official use

Your date of birth	Telephone number	Email address

2. Occupants – please tell us who normally lives with you

Name	Age	Relationship to applicant

3. Medical conditions

Is anyone in your home sick or disabled? Yes No If Yes, please give brief details:

Name	
Nature of illness(es)	

4. Priority debts

To be eligible for support you must be in arrears with your Yorkshire Water payments and have at least one other priority debt from the list below:

Yorkshire Water Debt (£)	
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Other priority debts	£
Rent	
Mortgage	
Council Tax	
HMRC Tax Return	
Gas	
Electricity	
Coal/other fuels	

You must send proof that you owe at least £50.00 to one of these bills. This could be a recent bill or statement, dated within the last 3 months, showing the amount of arrears.

Do you have a gas prepayment meter?

Yes No

Do you have an electricity prepayment meter?

Yes No

5. Income and outgoings

To enable us to assess your application, please tell us your income and outgoings.

The amounts I am providing are Monthly Weekly Fortnightly

Wage/salary	£
Your employer's name and address	
Partner's employer's name and address	
Self-employed income	
Universal Credit	£
Standard Allowance	
Housing	
Children	
Benefits	£
Council Tax Support	
Housing Benefit	
Jobseeker's Allowance	
Income Support	
Employment Support Allowance	
Maternity Pay/Allowance	
Statutory Sick Pay	
Industrial Injury	
Child Benefit	
Child Tax Credit	
Working Tax Credit	
Carer's Allowance	
Disability Benefits	
Pension	£
State Pension	
Pension Credit	
Private/Work Pension	
Partners Pension	
Widows Pension	
Other income	£
Maintenance/Child Support	
Student Grant/Loan	
Income from lodgers	
Son/daughter's contribution	
Other income (specify)	£

For official use	£
Total weekly income	
Total annual income	

Housing costs	£	
Rent (after benefit deducted)		
Mortgage		
Secured loans/2nd mortgage		
Mortgage Endowment Policies		
Council Tax (after any benefit)		
Buildings content insurance		
Utilities	£	
Water charges		
Gas		
Electricity		
Coal and other fuels		
Housekeeping	£	
Food and general housekeeping		
Clothing/hairdressing/toiletries		
Smoking products/alcohol		
Children		
Childcare/maintenance		
School meals		
Nappies/baby items		
Pocket money		
Travel	£	
Car insurance		
Road Tax		
Fuel		
Car running costs		
Public transport		
Taxis		
Other expenditure	Arrears	£
Health (dentist, glasses etc.)		
TV package		
TV licence		
Telephone/internet		
Mobile phone		
Credit/store cards		
Loans		
Catalogues		
Court/magistrate fines		
Social Fund/UC deductions		
Other outgoings (specify)	Arrears	£

For official use	£
Total weekly outgoings	
Total annual outgoings	

6. Additional information

Please provide any additional information that may support your application

Please complete to ensure you have filled in the form correctly and included the correct proof.

- Completed Occupants details of who lives at the property
- Completed details regarding anyone having medical conditions
- Completed and provided proof of at least one priority debt (other than water)
- Provided details of all income and outgoings
- Attached proof of all income

Proof of income can be a recent wage slip, benefit award notice or bank statement, dated within the last 3 months and must show your name and address, as well as the amount you receive.

If you have difficulty filling in the form, please contact us on **0345 1 24 24 26**.
Your local Advice Centre may also be able to help you. Many advice centers offer free and private help with debt problems.

When completed, please email this form and evidence to **ywcommtrust@loop.co.uk** or post with photocopies to **Yorkshire Water Community Trust, PO Box 1266, 1 Mid Point, Thornbury, Bradford, BD1 9BG**.

Yorkshire Water also offer several support schemes that may be of benefit to you. These are based on your circumstances and your current water charges. If you would like the Trust to share your details with Yorkshire Water to check your eligibility for any of these schemes, please complete the section below.

The only information we will share with Yorkshire Water is:

- Household Income
- Number of Occupiers, including children
- Any medical conditions relevant to the support schemes

Yes, I consent to the above details being shared with Yorkshire Water.

Signed	Name	Date

YWCT Privacy Statement

Who we are and the information we process

You have the right to know how Yorkshire Water Community Trust ('We' or 'the Trust') process your personal information.

When you apply for a Trust grant, we need to assess your personal circumstances to determine your eligibility. To do this, we'll need to collect, process, store and share the personal information you give us. We'll do this with your agreement, which you provide by submitting your application. You can withdraw your application by contacting us at any time before an award is granted and we'll delete or return your information.

The only information we process about you is the information you give us. We'll collect:

- Name
- Contact information (address, phone number or e-mail address)
- Household information (occupiers, including number and age of children)
- Financial information (about your debts, income and outgoings)
- Sensitive personal information including medical conditions (where relevant)
- Enquiry information (the contents of any query, complaint or compliment – including phone conversations with our Processor)

Who we share information with

We use a separate company ('our Processor') to manage the administration of the Trust (including the processing of your application). Our Processor will also have access to your personal information.

The Trustees of the Trust may select your application to audit our Processor, to ensure they are applying the Trust criteria correctly.

We'll share your name, address, application outcome, and grant amount with your water supplier Yorkshire Water Services Limited (02366682) so that they can update your account. We won't share any other information with Yorkshire Water unless you consent to it. This option is available on the last page of your application form.

If you've provided signed consent, we can return your documents to a third party that you may have chosen to support you through the process.

If you pay your water charges to your Housing Association, we'll share some details if your application is successful. We'll send them your name, address, rent account number, Yorkshire Water reference number and grant amount.

Security

We (and our Processor) treat your information carefully when processing it, in accordance with our (and their) procedures and good practice. We'll take reasonable precautions to prevent the loss, misuse or alteration of your information. We won't transfer any of your information to other organisations that we don't have a data sharing agreement with, or that you've not consented to.

How long we keep your information

We'll require income and debt evidence to support your application; this will be returned to you within 10 working days of receiving your application.

Your physical application will be securely stored and then destroyed six months after a Trust meeting (successful or unsuccessful). For our reporting and auditing purposes we'll keep some of your information for up to 7 years. Wherever possible we'll do this anonymously.

Our Processor will keep a record of telephone conversations and copies of emails for up to 12 months for training, quality and audit purposes.

Your privacy rights and how to contact us about them

You have the right to a copy of the information we hold about you, to object to our processing, to have inaccurate information corrected and, if we agree, to have your information deleted.

If you are objecting to our processing, we will follow our Complaints and Compliments procedure. If you are unhappy with the response, you can request the Trustees to review your case or you can contact the Information Commissioner's Office.

If you would like to contact us about any of the above, you can

- E-mail us at **ywcommtrust@loop.co.uk**
- write to us at **Yorkshire Water Community Trust, PO Box 1266, 1 Mid Point, Thornbury, Bradford, BD1 9BG**

We don't carry out direct marketing and we do not make automated decisions.

More Information

The Information Commissioner's Office regulates privacy law in the UK. For information, advice or to make a complaint you can:

- go to the ICO website at **ico.org.uk**
- write to **The Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire SK9 5AF**; or
- call them on **0303 123 1113**