

Question of the Month

28 March – 1 April 2022

Are you aware of our Smart Money Service?
What is your understanding of what the service provides?

149 customers took part with:

56 (38%) stating they were aware

93 (62%) stating they were not aware

277 views in our Facebook #connect groups
(no interaction)



#Get Involved

Selection of comments:

"They help with benefits and money management"

"I was advised about the service when I signed for my tenancy"

"I previously received help from SMART team with reducing arrears and setting up payment plan"

"It's good to know if I need it"

"Lucy has been a godsend"

"...they never contacted me when I previously requested assistance. Does not require any assistance now"

"I had a message when I first moved in regarding smart money but was not sure exactly what they did"

Aware of the Smart Money advice service but states that they never contacted her when she has previously requested assistance. Does not require any assistance now.

"I've used it in the past. At the moment my finances are ok. Thank you very much"