



Purley Cross Centre

useful contacts list

Help with food and essentials supplies for vulnerable elderly people:

Age UK: 020 8668 0066 or asc@adviceservicescroydon.org.uk

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- **Gateway Offer** (supermarket e-vouchers). Supermarket e-vouchers are awarded according to the need and sent by email. Residents take these to the supermarket to use to buy essential items. Supermarkets providers: Tesco, Sainsbury's - next day delivery, Morrison's - within 2 working days, Asda - within 3 working days
- **Emergency living expenses for gas/electric** Support for residents who pay their gas and electric via a key card. A mobile number for you or alternatively a trusted friend/family/neighbour is needed. You can then go to your local newsagents who display the pay point sign to top up.

Help with blue badge, taxi cards or freedom passes:

Travel Services: travel.service@croydon.gov.uk (preferred method of contact) or 020 8726 7100 (Mon - Fri 10am - 12pm and 2-4pm) Requests for freedom pass or taxi card paper application should be emailed.

Help with benefit advice, form filling and benefit appeals

Welfare Rights Team: WelfareRightsTeam@croydon.gov.uk (preferred method of contact) or 0800 731 5920 (Mon-Fri 9am-4pm). Advisors are doing phone-based assessments, but referrals can still be made for residents who need help filling out their form.

Help with money advice and debts

Money Advice Service: moneyadvice@croydon.gov.uk (preferred method of contact) or call Mark 07742 405 363 or Stephen 07740 545236 (Mon-Fri 9am-4pm).

Energy provision guidance

Residents are encouraged to check with their provider what provision they have in place for them with regards to their energy. More information can be found [here](#). OFGEM information is [here](#).

Citizens Advice referral service

Citizens Advice Croydon is part of the Citizens Advice service's national Adviceline. For direct enquiries, please use the Free Telephone Advice line on 0800 1448848 (Mon-Fri 9am-5pm)