

Guidance for Sponsors

This guidance has been produced to help you navigate the Bristol Charities grants system and understand your responsibilities as a sponsor. Please take the time to read through this document even if you are experienced in making grant applications.

If you have any questions, please contact us at grants@bristolcharities.org.uk.

Registering as a Sponsor

1. You can only make grant applications on behalf of your clients if you are registered as a sponsor. If you are not yet registered, please fill in a sponsor registration form on our website - <https://bristolcharities.grantapps.net/SponsorReg/>
2. You will only need to register once, unless it has been over three years since you last applied for a grant. You do not need to register again to make new grant applications.
3. If you cannot find your sponsor registration email, please contact us and we will resend it.
4. The password reset link will only work when the grants portal is open at the beginning of each month, you will not be able to reset your password while it's closed.

Making a Grant application

1. The Individual Grants portal is opened once a month; upcoming dates can be found on the Bristol Charities website - <https://www.bristolcharities.org.uk/grants/grants-for-individuals/>.
2. The Individual Grants portal is accessed using this link, which can also be found in your sponsor registration email - <https://bristolcharities.grantapps.net/Individuals/init.pl>.

3. The portal opens at 9:30am and closes once all funds for the month have been allocated. If demand is high, then it may close within an hour or two, so we recommend making applications as soon as possible after the portal opens.
4. A list of Individual Grant application questions is available so that you can gather all the information needed before the portal opens. Please email grants@bristolcharities.org.uk for a copy of the application questions.
5. Please ensure that the information you provide on the application form is as accurate and complete as possible, especially regarding the contact details and financial information provided by the client. Missing information can cause delays in the client's application being processed.
6. It is the sponsor's responsibility to verify the financial information given by the applicant. We advise you to ask the applicant to show you evidence of their low income in the form of a benefits letter or bank statement. Applications where the sponsor has not seen evidence of income and expenses for an applicant could be rejected.
7. Individual grants are available for flooring, white goods (electric cooker, fridge freezer, washing machine and small kitchen appliances) or furniture; we cannot provide grants for more than one item.

We cannot help with the following:

- Clothing
 - Gas cookers
 - Food costs or household bills
 - Housing clearances, cleaning fees, decorating costs or moving costs
 - Repairs or adaptations to properties
 - Rent arrears, Debt Relief Orders or any kind of debt
 - Tumble dryers or dishwashers
 - Televisions, computers, or audio equipment
 - Passports/VISAS
 - Home Improvements
8. If you are applying for white goods, please ensure the applicant's home has suitable electrical wiring and plumbing installed, so that our supplier can carry out the installation safely. **Please do this before making your application.** We are unable to

fund any work that needs to be carried out to make the property ready for installation.

9. Grant applicants must:

- Live within a 10-mile radius of the centre of Bristol (BS1 4UL)
- Not have received a grant from Bristol Charities within the past 3 years.
- Be on a low income.

Additional criteria apply for flooring grants only. Applications for flooring grants may be considered if all the above conditions are met, and one or more of the following apply:

- There is a child aged 4 or under in the property, and the current flooring is unsuitable or presents a hazard.
- There is a mobility or disability issue, and the current flooring is unsuitable or presents a trip hazard.
- There has been an event i.e. fire or flood and the flooring needs to be replaced and cannot be done so by the landlord or through insurance.

Applicants must meet all criteria, if they do not, the application will be rejected.

10. If we query your application and require further information, please send this to us ASAP. We cannot process the application until full information is received. If we do not receive any response to our communications, we will withdraw the application.
11. We aim to process all grant applications within one month of receiving them and will notify you via email of the outcome. If a grant offer is made, you will be given instructions on how to accept it and the ordering process.
12. Please be aware that we **do not** make cash payments for grants and all orders must be placed by Bristol Charities through one of our preferred suppliers. We cannot reimburse for goods or services that have already been procured.

Guidelines for applicants/clients

Please communicate the following guidelines to your clients

- Our suppliers have the right to be treated with respect when they are carrying out work on behalf of Bristol Charities. Aggressive, rude, or discriminatory behavior will not be tolerated and if our supplier encounters these behaviors in the line of their work, they have the right to refuse to do the work. Their costs will be covered by the grant and the applicant will not be eligible for a grant again for a three-year period.
- Applicants must ensure their home is in a reasonably clean and tidy condition for our suppliers to work in.
- If the supplier has requested that an area be cleared for their work to commence, please make sure the area is ready for when the supplier arrives up to do the job.
- We request applicants refrain from drug and alcohol use (including smoking) while our suppliers are working in their homes.
- If an applicant cannot keep an appointment with one of our suppliers for any reason, we request they give the supplier at least 24 hours' notice to cancel. We also ask they take down the name & time when they called the supplier.

Office Communication

- The Grants Officer works part-time, so you may not get a reply to queries immediately, but we will get back to you as soon as we can.
- Please quote the grant reference number on any emails you send us and if you call, please make sure you have the client's name and/or grant reference number to hand.
- If you call and we are unable to take your call, please leave a message with your name, organisation, telephone number, the reason for your call and the grant reference number.
- Should we receive rude or abusive behavior on the phone, we reserve the right to end the communication immediately.