



Your quick guide to **My Brolly**





How to use My Brolly

My Brolly User Guide – Click on the task you want to complete today.

If you’re not yet using My Brolly, please contact your Management Provider.



**I want to
make a one-off
payment on
my rent**



**I need to reset
my My Brolly
password**



**I want to report
anti-social
behaviour**



**I want to
set up a
Direct Debit**



**I want to
amend
my personal
details**



**I want to
move house**



**I’m struggling
to afford
my rent**



**I want to make
a complaint**



**I want to apply
to have a pet
in my home**



If you can’t find the
answer using the
most popular questions:

FAQs

Visit
My Brolly:

Access

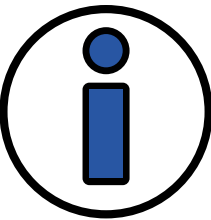
To tell us about
anything else:

Raise a Query



I want to make a one-off payment on my rent

If you’re making a one-off payment or a part payment, you can choose to make a payment in My Brolly by selecting the ‘Pay Now’ button in the ‘Rents & Payment’ section.



Useful information

If your balance is showing a minus, this indicates the amount you owe. As soon as you make a payment, this will be updated straightaway in the ‘Account Balance’ field.

Don’t forget, you can make as many one-off payments as you like throughout the month. These will all be deducted from your Account Balance. You can also make an overpayment, which will be deducted from your next month’s rent payment.

Top Tip! If you’re using your mobile, tip the phone to landscape to make it easier to navigate.

Step 1

Rent & Payments

Account Balance

-£781.20

Upcoming Charges

£880.02

Pay Now

Step 2

Make a Payment

The outstanding balance on your housing account is **£6,582.55**

Please note, as you have an active payment plan, the outstanding balance you currently need to pay today is **£0**.

The next payment we are expecting from you is **£2043.49** on **1 March 2025**

Please choose the amount(s) that you would like to pay today in the boxes under Payment Amount, and then click Next:

| Account | Outstanding Balance | Payment Amount |
|-----------|---------------------|----------------|
| 1 Housing | £6,582.55 | £0.00 |

Hover over the box to display the pen icon, the box will turn yellow.

Click outside the box to allow for the ‘Save’ button to appear.

Step 3

Make a Payment

The outstanding balance on your housing account is £273.42

Please choose the amount(s) that you would like to pay today in the boxes under Payment Amount, and then click Next:

| Account | Outstanding Balance | Payment Amount |
|-----------|---------------------|---|
| 1 Housing | £273.42 | <div>0</div> <div>1000</div> <div>100</div> |

Enter the amount you would like to pay today, click out of the box until the 'Save' option appears.

Step 4

Make a Payment

The outstanding balance on your housing account is £273.42

Please choose the amount(s) that you would like to pay today in the boxes under Payment Amount, and then click Next:

| Account | Outstanding Balance | Payment Amount |
|-----------|---------------------|--------------------|
| 1 Housing | £273.42 | <div>£100.00</div> |

Cancel

Save

Next

Once the save button has appeared, click 'Save' and 'Next'.

Step 5

Make a Payment

Once you have made your payment, you will come back to this page.

You can then click the X in the top right to close this window, refresh the page and your account balance will be updated

[PAY HERE](#)

Click the 'Pay Here' link to input card details and complete the payment.



I want to set up a Direct Debit

33.6

Useful information

Direct Debits can only be taken on the 1st business day of every month, however there is a 5-day window in which the payment will be taken. You will receive an email from Go Cardless who will confirm the Direct Debit due date and the amount that is going to be taken.

If you are not going to be able to make your monthly payment, please contact your Management Provider who will be able to help. Once you have set up a Direct Debit, it usually take 3-5 business days show on your bank account. If you have been making manual payments, please check with your bank to make sure your Direct Debit is set up before stopping your payments.

Step 1

— Payment Method —

No Payment Method Setup

Add/Manage Direct Debit

Step 2

Direct Debit Not Found

We have not identified any active Direct Debits.
To create a new Direct Debit, select Yes and click Submit button

* Create Direct Debit

☐ No

☒ Yes

Submit

Click 'Yes' to begin creating your Direct Debit, then click 'Submit'.

Step 3

Create Direct Debit

To set up your direct debit, please enter your bank details [here](#)

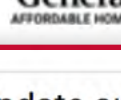
Upon completion, you will be returned to this screen and should click exit to finish.

Exit

Click 'here' to open the Direct Debit Mandate form.



Step 4



Create/Update authorisation

| | | |
|-----------------------------|--------------------------------|--|
| First name | Last name | Use company details |
| Email | | |
| Postcode | Lookup address | Enter address manually |
| Account name | | |
| Or use IBAN | | |
| Account number | Sort code | |

☐ More than one person is required to authorise direct debits.

[Update authorisation](#)

Complete the highlighted fields on the form.

Click 'Update Authorisation'.

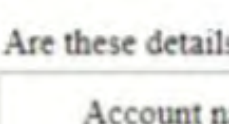
☐ More than one person is required to authorise direct debits.

☒ More than one person is required to authorise direct debits.

If more than one person is required to authorise Direct Debits on this account, you will not be able to complete this form. If it's a joint account but you can authorise payments on your own, you should untick this box.

*If you tick the above box, please note,
you may not be able to complete this form.
Please contact your Management Provider.*

Step 5



Are these details correct?

| | |
|----------------|-----------|
| Account name | Doug Pope |
| Account number | 55779911 |
| Sort code | 200000 |

Confirm Cancel

The screenshot shows the 'Thank you' page from Legal & General. At the top is the company logo, which includes a colorful umbrella icon and the text 'Legal & General' with 'AFFIDUATARI E FIDELI' underneath. The main heading is 'Thank you' in a large, bold, black serif font. Below this, a message states: 'Your direct debit has been confirmed. The name on your bank statement will be CUSTOMER NAME.' Further down, it says: 'Your mandate can be viewed [here](#). Your confirmation email will be sent within 3 business days to confirm your direct debit has been set up.' At the bottom, there is a large blue rectangular button with the word 'Finish' in white text. The entire page is framed by a thin grey border. A red hand-drawn circle highlights the 'Finish' button, and a red hand-drawn arrow points to it from the bottom right corner.

Click 'Confirm' and 'Finish' to complete the process.



I’m struggling to afford my rent

We understand that from time to time, our customers may struggle with their monthly rent payments. To bring your rent arrears back up to date, please see the following steps:

Step 1

Account Balance

Amount

-£6,582.55

Account Status

Pay Now

Setup Payment Plan

In the ‘Rents & Payment’ section, click ‘Setup Payment Plan’.

Step 2

Create or Modify Payment Plan

Please select the type of Payment Plan you would like to create or modify and then click Next.

* Payment Plan Type

Housing

Next

Select the ‘Payment Plan Type’ in the drop down and click ‘Next’.

Click the icons to navigate the guide



Step 3

Create a new Payment Plan

CREATE PAYMENT PLAN

Outstanding Charges: £4220.07
Upcoming Charges for this period: £0
Total Balance: £4220.07
Payment Plan Total: £4220.07

Change the number of months for this Payment Plan (more than 6 months will require further approval)

Select

| | <input type="checkbox"/> Due Date | Amount |
|---|-------------------------------------|---------|
| 1 | <input type="checkbox"/> 1 Dec 2024 | £703.34 |
| 2 | <input type="checkbox"/> 1 Jan 2025 | £703.34 |
| 3 | <input type="checkbox"/> 1 Feb 2025 | £703.34 |
| 4 | <input type="checkbox"/> 1 Mar 2025 | £703.34 |
| 5 | <input type="checkbox"/> 1 Apr 2025 | £703.34 |
| 6 | <input type="checkbox"/> 1 May 2025 | £703.37 |

Previous

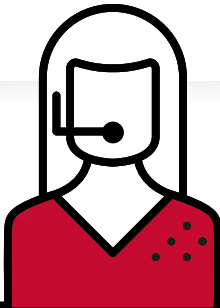
Submit

Using the information provided, select over how many months you would like to pay using the drop-down box.

If you would like to amend the amount you're paying each month, hover over the amount to turn the box yellow, type in the amount you would like to pay, and press Enter.

You will need to make sure the amounts you pay, over the period of the Payment Plan amount to the total arrears.

Once you are happy that the amount in each month is affordable, click 'Submit'.



Before clicking 'Submit', please make sure the monthly instalment is affordable.

You can toggle with the month drop-down field and change the amounts each month to make it affordable.

We're here if you need us!

If you would like a plan for longer than 6 months, please contact us on My Brolly in the 'Help & Queries' section, click the 'Raise a Query' tab and select 'Rent & Service Charge' from the drop-down menu.

Step 4

Create or Modify Payment Plan

The Housing Payment Plan has been successfully set up and is now active.

Please note that any changes to charges that are due during the duration of this Payment Plan will automatically be applied. The remaining monthly payments will be adjusted accordingly.

Details of any changes will be sent by email.

Previous

Finish

Your Payment Plan has gone to your Management Provider to be set up. Please note, your Management Provider may still choose to decline or edit the proposed plan. To complete, click 'Finish'.

Failure to meet the agreed payment plan may result in eviction proceedings.



Click the icons to
navigate the guide



I need to reset my My Brolly password

I am locked out of My Brolly and would like to reset my password.

Step 1

Select the
'Forgot Your
Password' link.



Useful information

**Your My Brolly username will
always be your email address.**

If you cannot access your emails in
order to reset your password, please
contact your Management Provider,
who will be able to assist your further.

PLEASE NOTE: If, after trying this
process, you are still experiencing
problems, please contact your
Management Provider.

Step 2

Type your email address
into the 'Username' field
& click 'Continue'.

Step 3

Once on this page, an email will be
sent to you to reset your password.
Please go to your inbox and follow
the instructions on the email.



I would like to amend my personal details

Due to a change in circumstances, I would like to update my personal details.

Useful information

If you have raised a query, your Management Provider will be in touch within 3 working days. Dependant on the change, you may be asked to provide documentation, for example, a marriage certificate.

Step 1

In the 'Help & Queries' Section on the left side of the page, select the 'Raise a Query' tab.

From the drop-down menu, select 'Anything Else' and click 'Next'.

Step 2

Use the arrows to select availability.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Step 3

If you have any supporting information you would like to attach, please either drag and drop or upload here. Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

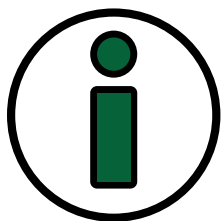
You have now completed logging your query. Please click 'Finish' to return to the My Brolly homepage.



I want to make a complaint

If you’re unhappy with the **standard of service or lack of action** by either L&G Affordable Homes or your Management Provider, please follow the steps below to log a formal complaint.

Please read the ‘Useful Information’ below before logging your complaint.



Useful information

If you want to raise a request such as a repair to your home, log anti-social behaviour, pet in your home or chase an existing request, this can be done clicking on this link **‘Raise a Query’**.

If you have already logged a complaint, please be assured that we are looking into this for you, and it may take up to 5 working days before we respond.

Step 1

My Dashboard

My Home

Maintenance

Rent & Payment

Help & Queries

Account & Profile

Logout

[My Dashboard](#) > [Help](#)

Help Centre

How can we help you today?

Raise a QueryExisting QueriesFAQ

Make a Complaint

In the ‘Help & Queries’ section on the left side of the page, select ‘Make a Complaint’.

Click the icons to navigate the guide



Step 2

Complaints

We are sorry that you are having to complain to us. We take all complaints seriously and you will be given a case officer who will work with you to resolve any issues you have. Please fill in the form below and they will be in touch within the next 24 hours to discuss the issue further with you.

What Does This Relate To?

Property Condition

*When Did This Happen?

14 Nov 2024

*Tell Us More About What Happened

The property has had mould now for over a month and I don't seem to have had a response or date from my management company to come and look into this issue. This is causing a smell of dampness and I have small children who need to sleep in the room.

How Can We Make This Right?

I would like someone to take responsibility for the issue, come and visit the property and make a plan of action of how we can permanently avoid this issue in the future.

Best Days To Contact You

Available: Monday, Wednesday, Friday

Chosen: Tuesday, Thursday

Best Time To Contact You

Anytime

Happy To Be Contacted By Email

Yes

Best Way To Contact You

Phone

Is Anyone Else Involved That We Should Know About?

Yes

Other Parties Involved

Next

Use the arrows to select availability.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Step 3

If you would like to attached any files linked to this case, please use the option below.

Upload Files

Upload Files Or drop files

Previous Next

If you have any supporting information you would like to attached, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

Thanks. Your form has been submitted and your case number is 00019315. You can review your cases by going to the [Existing Queries Tab](#)

Finish

Now you have successfully logged your complaint

Please click 'Finish' to return to the My Brolly homepage.

Please wait 5 working days for a response before making further contact.



I want to report anti-social behaviour

If you’re having problems with a neighbour which you believe is anti-social behaviour, please tell us by following the steps below:



Useful information

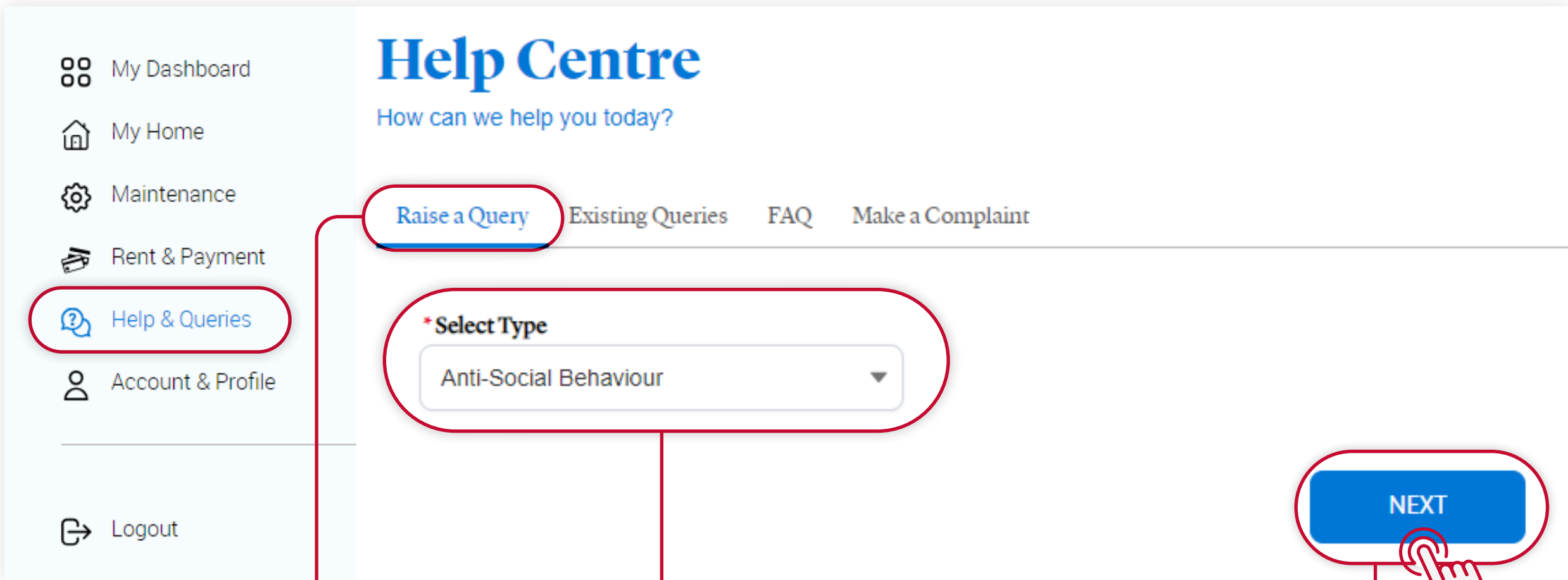
Reporting of anti-social behaviours is where a resident/s inform their landlord of one of the following:

- Dog fouling, uncontrolled and noisy pets, inconsiderate or dangerous parking and abandoned cars
- Noise nuisance at high levels or unreasonable hours
- Environmental health issues such as rubbish dumping
- Vandalism and graffiti
- Drug misuse, alcohol-related nuisance and prostitution
- Hate incidents motivated by someone’s age, disability, faith, sexual orientation or race
- Harassment, including verbal and physical abuse and threats
- Acts of violence

Please note:

If you are experiencing threats of violence or have had threats to your safety or someone else’s, you must first report to the police and secondly, to L&G Affordable Homes.

Step 1



1 In the ‘Help & Queries’ section on the left side of the page, select ‘Raise a Query’.

2 From the drop-down menu, select ‘Anti-Social Behaviour’ and click ‘Next’.

Click the icons to navigate the guide



Step 2

Anti-Social Behaviour

Sorry to hear that you are having an issue with anti-social behaviour. To report this into us please complete the form below, including as much information as you can. Once submitted, this will be reviewed by a case officer who will then be in touch to discuss it further.

What Does This Relate To?
Harrassment

* When Did This Happen
16 Nov 2024

* Tell Us More About What Happened
On the date provided my neighbour (insert name) at xx address has been xxxx. The impact of this has been XXXX

How Can We Make This Right?
I would like

Best Days To Contact You
Available
Monday
Wednesday
Thursday
Friday
Chosen
Tuesday

Preferred Time To Be Contacted
PM

Happy To Be Updated Via Email?
Yes

* Best Way To Contact You
Phone

Any Agencies Involved ?
Yes

Please Select The Relevant Agencies ?
Available
Probation
Mental Health
Adult Social C...
Children Socia...
Chosen
Police

* Can We Contact The Agency As Part Of This Report?
Yes

Who Is Causing The Issue?
Joe Bloggs

Have You Spoken To The Other Party?
No/yes

* Is It Safe To Contact You?
--None--

Consent To Contact Other Party?
--None--

PreviousNext

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Use the arrows to select availability.

Click 'Next' to continue.

Step 3

If you would like to attached any files linked to this case, please use the option below.

Upload Files

Or drop files

PreviousNext

If you have any supporting information you would like to attach, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

Anti-Social Behaviour

Thanks. Your form has been submitted and your case number is 00019375. You can review your cases by going to the [Existing Queries Tab](#).

Finish

You have completed logging the anti-social behaviour.

Please click 'Finish' to return to the My Brolly homepage.



I want to move house

If you would like to tell us you are moving out of your property, please follow the steps below:

Useful information

If you would like to move out of your home, please consult your contract to understand your notice period and terms of moving out of your property.

Step 1

Help Centre
How can we help you today?

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

***Select Type**
Leaving My Home

NEXT

- 1 In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.
- 2 From the drop-down menu, select 'Leaving My Home' and click 'Next'.

Step 2

Leaving My Home

Please fill in the details below and someone will be in touch with you in the next 3 days.

***Tell Us More About This Request**
I have found an alternative property to move into. I would like to move out at the end of January 2025

Next Days To Contact You
Available: Monday, Tuesday, Wednesday, Friday
Chosen: Thursday

Preferred Time To Be Contacted
PM

Happy To Be Updated Via Email?
Yes

Best Way To Contact You
Email

Previous **Next**

Use the arrows to select availability.

- Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.
- Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.
- Click 'Next' to continue.

Step 3

Leaving My Home

If you would like to attached any files linked to this case, please use the option below.

Upload Files

Upload Files

Or drop files

Previous

Next

If you have any supporting information you would like to attach, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

Leaving My Home

Thanks. Your form has been submitted and your case number is 00019382. You can review your cases by going to the [Existing Queries Tab](#).

Finish

You have completed the steps.

Please click 'Finish' to return to the My Brolly homepage.



Click the icons to
navigate the guide



I want to apply to have a pet in my home

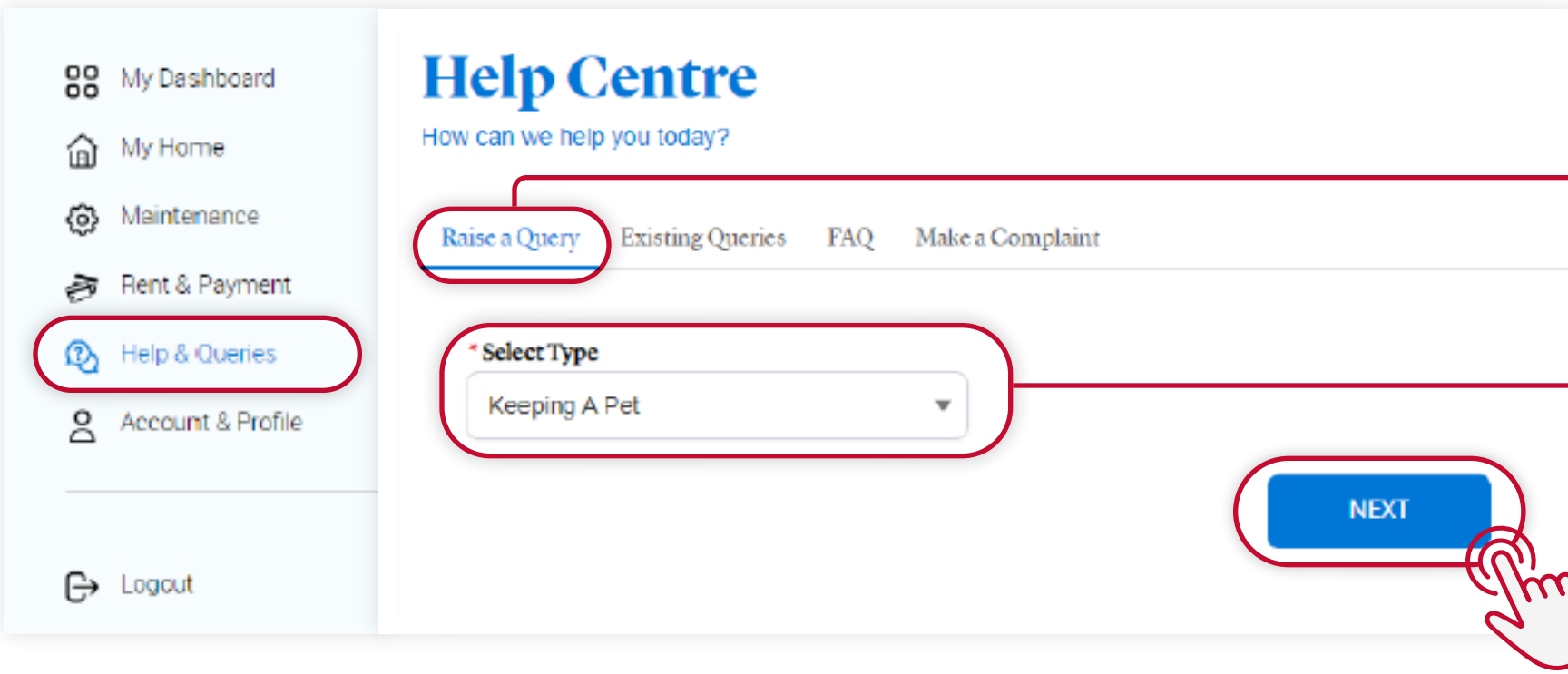
If you would like to apply to have a pet in your home, please follow the steps below:

Useful information

If you're thinking about getting a pet, the first place to look is your tenancy agreement and our pet policy, which you will find in the 'Help & Queries' section, under the 'Documents' tab.

This will outline whether you can apply to have a pet in your home or not. If you are unsure or have any further questions, please contact your Management Provider, who will be able to assist you further.

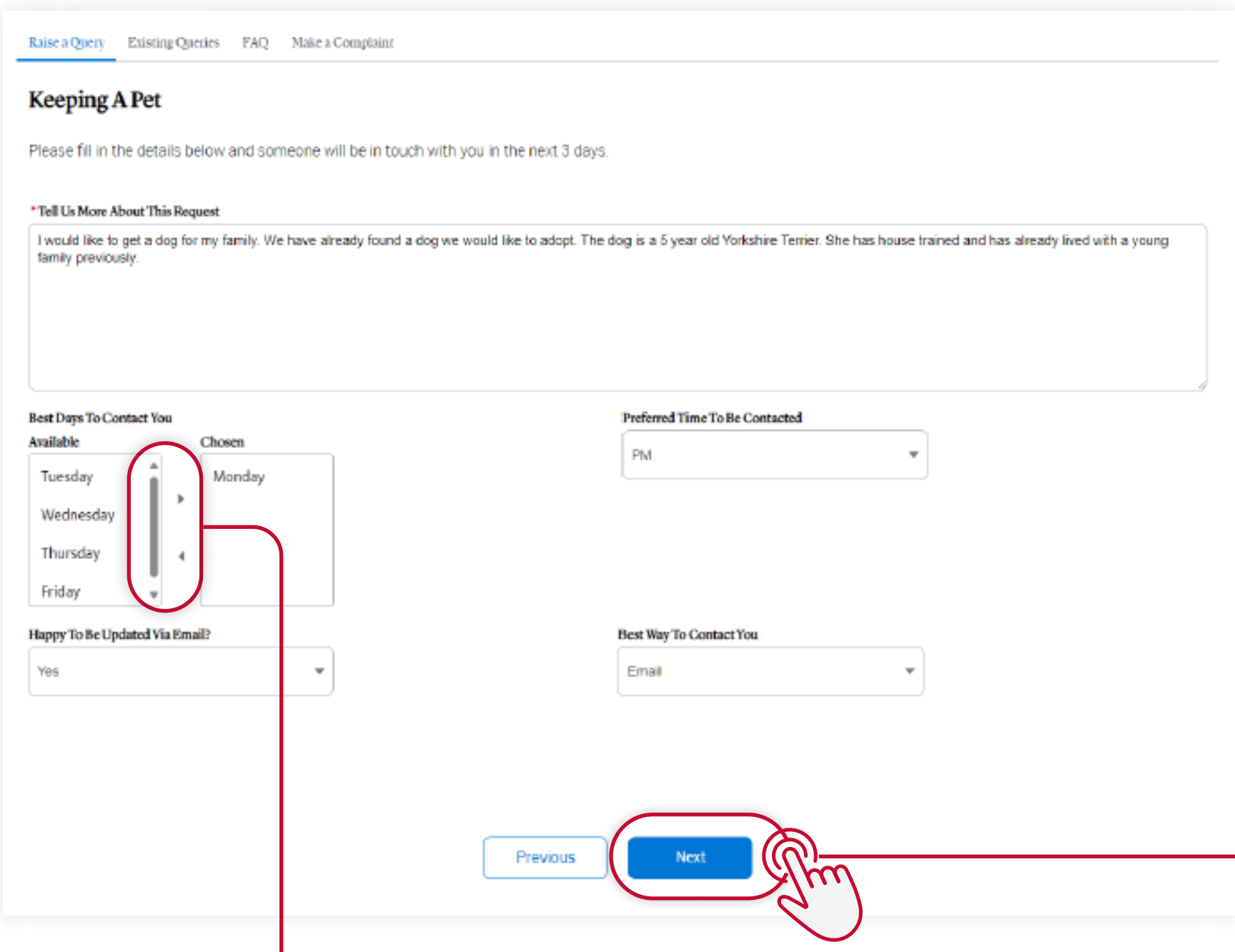
Step 1



1 In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.

2 From the drop-down menu, select 'Keeping a Pet' and click 'Next'.

Step 2



Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Use the arrows to select availability.


Step 3

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Keeping A Pet

If you would like to attached any files linked to this case, please use the option below.

Upload Files

 Upload Files

Or drop files

Previous

Next

If you have any supporting information you would like to attach, please either drag and drop or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once we have everything you would like to share.

Step 4

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Keeping A Pet

Thanks. Your form has been submitted and your case number is 00019378. You can review your cases by going to the [Existing Queries Tab](#).

Finish

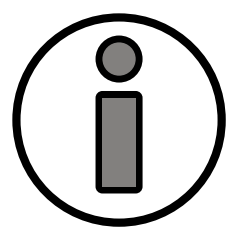
You have logged your request to keep a pet in your home. Please click 'Finish' to return to the My Brolly homepage.

Click the icons to navigate the guide



Raise a Query

If you would like to contact us about anything else, please follow the steps below to 'Raise a Query'.



Useful information

If your query is regarding reporting a new fault or defect that requires a repair, please use the digital assistant on My Brolly who will ask you all the necessary questions and log the repair for you.

Step 1

The screenshot shows the 'Raise a Query' form. On the left sidebar, the 'Help & Queries' link is highlighted. The main form area has a 'Select Type' dropdown menu open, showing a list of query types. The 'NEXT' button is highlighted with a hand cursor.

1 In the 'Help & Queries' section on the left side of the page, select 'Raise a Query'.

2 Select the type of query to you want to raise. If you can't find the exact reason, please use the 'Anything Else' option. Click 'Next'.

Step 2

The screenshot shows the 'Anything Else' form. It includes a large text box for details, a date picker for 'Best Days To Contact You', a dropdown for 'Preferred Time To Be Contacted', and a dropdown for 'Best Way To Contact You'. The 'Next' button is highlighted with a hand cursor.

Complete the form, making sure you fill in all the boxes with an asterisk (*) as a minimum.

Top Tip! Place as much detail as possible in the free type boxes to help us deal with the issue as effectively as we can for you.

Click 'Next' to continue.

Use the arrows to select availability.

Click the icons to navigate the guide




Step 3

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Anything Else

If you would like to attached any files linked to this case, please use the option below.

Upload Files

 Upload Files

Or drop files

Previous

Next

If you have any supporting information you would like to attach, please either drag and drop in the designated box or upload here.

Please note, if you have nothing to add, you can move straight to the next page.

Click 'Next' once once you've uploaded the relevant files you would like to share.

Step 4

[Raise a Query](#) [Existing Queries](#) [FAQ](#) [Make a Complaint](#)

Anything Else

Thanks. Your form has been submitted and your case number is 00019417. You can review your cases by going to the [Existing Queries Tab](#).

Finish

You have completed your query. Please click 'Finish' to return to the My Brolly homepage.

Your Management Provider will be in touch within 3 working days.

Click the icons to
navigate the guide



My Brolly FAQ

I need information from you
or to tell you something.

I am struggling with payments

I need information from you or to tell you something

Q. I would like a copy of my contract

A. You can contact your Management Provider for a copy of your contract. This can be done in My Brolly by logging a query under 'Anything Else'.

Q. I need a statement

A. You can get a copy of the statement in the 'Accounts & Profiles' section in the 'Statements' tab. Click on the 'Generate Account Statement' button, add your start & end date, click 'Next'. A PDF will show via a green box which you can access by the 'View PDF' link on screen. The statement will show on your screen via pop up box.

Q. I have raised a fault/defect for repair via My Brolly, where can I find an update?

A. If you have told us about a property fault or defect using the My Brolly digital assistant, it has been logged. You can find any updates in the 'Maintenance' section under 'My Repair Cases'.

Q. I logged a defect or fault requiring a repair, but I have not heard anything back

A. Defects and faults that require repairs go directly to our defect partner or your Management Provider to arrange. We assure you; they are working through your request. Please check My Brolly for an update, as we may have added a comment to your case. If you have not heard anything back within 7 working days, please request an update via My Brolly and 'Raise a Query'.

Q. Where can I see my repair appointment?

A. If we have scheduled a repair appointment, the details of this can be viewed in 'My Dashboard' in the 'Repair Appointments' section on My Brolly. If you can no longer make the scheduled time or date, please contact your Management Provider or follow the guidance on the appointment confirmation email, if provided. Please note, defect repairs appointments will not be added to My Brolly, our partner will reach out to you via phone or email to arrange the repair.

Q. I have made a complaint but not heard anything back

A. We are sorry that you are not happy with the service that we have provided. If you have logged a complaint with us, rest assured, our team will be working on this in the background, you don't need to log a further complaint, we will be in touch within 5 working days.

Q. Who is my Management Provider?

A. Legal and General Affordable Homes work with a number of Management Providers. Please click on the link to take you to the list and access their [website](#) for contact information.

Click the icons to
navigate the guide



I am struggling with payments

Q. I need help affording my rent. The payment plan option in My Brolly is not suitable for my circumstances

A. We're sorry to hear that you're experiencing difficult circumstances. If you're not in a position to set up a 1–6-month payment plan in My Brolly, using the Rents & Payment section, please contact your Management Provider in My Brolly using the 'Help & Queries' section, **'Raise a Query'** tab and select 'Rent & Service Charge' from the option drop-down box. Complete the form, attaching any supporting documents and submit the query. Someone from your Management Provider will be in touch within 3 working days to discuss your circumstances and provide further support.

You can also reach out to **Citizens Advice** and/or **Shelter** who will also be able to provide guidance.

Q. I have been in my home for less than 3 months and have missed a rent payment

A. We're sorry to hear that you are struggling to pay your rent. We do want to help you as much as we can. As you have been in your home for less than 3 months, you will need to have a conversation with your Management Provider to discuss the options available to you. You can do this in My Brolly under the 'Help & Queries' section in the **'Raise a Query'** tab and selecting 'Rent & Service Charge'. Complete the form and someone will be in touch within 3 working days.

You can also reach out to **Citizens Advice** and/or **Shelter** who will also be able to provide guidance.

Q. What happens if I miss a payment on my Payment Plan?

A. If you have chosen to bring your account arrears up to date by setting up a Payment Plan in My Brolly it is important that you keep up to date with the agreement. If you miss a payment, you are in breach of your plan and your Management Provider may begin eviction proceedings. Please contact your Management Provider urgently to discuss your circumstances.

You can also reach out to **Citizens Advice** and/or **Shelter** who will also be able to provide guidance.