



# Citizens Advice South Hams

Follaton House, Plymouth Road, Totnes, Devon, TQ9 5NE

New enquiries: 03444 111 444 Existing enquiries: 01803 869230

[reception@southhamscab.org.uk](mailto:reception@southhamscab.org.uk) <https://southhamscab.org.uk/>

Ivybridge Town Clerk  
Town Hall  
Erme Court  
Leonards Road  
Ivybridge  
PL21 0SZ

20<sup>th</sup> November 2023

Dear Kate

## Use of Community Rooms at the Watermark, Mondays 9 – 1pm

I am writing to formally request the continued use of the Community Rooms at the Watermark on Mondays from 9am – 1pm. As you know Ivybridge Town Council has generously granted the use of these two rooms for many years. As such, we have established a strong, local reputation for providing a free, impartial, confidential and independent advice service that is easily accessible to the people Ivybridge.

The weekly drop-in is staffed by local, trained volunteers who ensure that every person we support receives the help they need:

Sally is a single Mum and can't start work as a nurse due to being a witness in a pending court case. She came to see us because she was worried about meeting the cost of her rising rent. We helped Sally apply for a discretionary housing payment, assessed her entitlement to benefits and reviewed her household bills. We helped to increase her monthly income and reduce her outgoings making a difference of £95 a month. Sally now feels more confident that she can keep a roof over her family's head until she can start work.

We are very grateful for the support the town council has shown us over the years and very much hope to continue this much needed service for local people.

Yours sincerely

Janie Moor  
Chief Officer

