



Information for new CUSTOMERS, March 2010 (Please read and keep carefully this letter)

Dear Sir/Madam

We welcome you as a new customer of the Delft Voedselbank. By accepting a food packet you help to avoid the wastage of food. The contents of the food packets are donated by various companies. The Voedselbank is not responsible for the quality of the food products.

When are you entitled to receive a food packet?

You can receive a food packet free of charge for yourself and your family when you are in a desperate financial situation. The food packets are not intended as an extra for those with a tight budget. For this there are not enough free food packets. To determine if you are in an emergency situation we examine your finances. We add up all your usual monthly income received in your household and then subtract from this all unavoidable fixed monthly charges, such as for rent, water, energy, insurances, debt repayments etc. If, after this calculation, there remains less than **€ 175 per month for a single person** to buy food and clothing then we consider you to be in an emergency situation. For each adult extra in your family this threshold of € 175 is increased by € 60 and for each child younger than 13 years by € 25 and for each child between 13 and 18 years by € 50. For a **family of 2 adults and 1 child younger than 13 years and 1 child between 13 and 18 years**, the threshold is thus € 175 + € 60 + 1 x € 25 + 1x € 50= **€ 310 per month**. This threshold is fixed by the Stichting Voedselbanken Nederland i.f.

What do we need to know about you?

A social service has completed an application form on your behalf. You must attach to this form a copy of your last salary slip or social benefit payments (uitkering) and copies of bank statements for the three months prior to your application. If your budget is managed by someone else such as a social worker, please provide copies showing the budget management for the last three months. You can be reassured that we treat this information with confidentiality.

Entitlement to food packets is considered to be a temporary situation

We expect you to withdraw your name from our list as soon as your urgent financial situation is solved so that other families in need can benefit from food aid. Moreover, every three months we examine your finances and enquire how far you have progressed in solving your financial situation. As far as possible, confidential advisors from the Voedselbank will provide you with advice in these matters.

Where and when can you collect your food packet?

Every Thursday afternoon you can collect your food packet from the place where you are enrolled:

- **Immanuëlkerk**, Schoemakerstraat 1, Delft (TU-wijk): **between 4.00 and 4.45 p.m.**
- **Adelbertkerk**, Minervaweg 7, Delft (Voorhof): **between 3.15 and 4.15 p.m.**
- **Buurthuis 'De Parel'**, Van Beresteynstraat 99, Delft (Voordijkshoorn)
between 3.30 and 4.00 p.m.
- **Wijkgebouw 'De Paraplu'**, Emmastraat 3, Pijnacker **between 2.30 and 3.15 p.m.**

What to do if you cannot come one day?

If ever you are unable to come you can send someone else, but please make sure you have given them a letter signed by yourself. If for whatever reason it is not possible to collect a food parcel you should telephone the Immanuelkerk on **Thursday between 10.00 a.m. and 4.00 p.m. (015-256 86 50)**. If anybody fails **twice** to collect the parcel **without us having been informed in advance**, we shall assume that food aid is no longer required. Your name will then be removed from our list of clients. In very exceptional cases a food packet can be delivered to your home. For this, you should contact the Voedselbank co-ordinator.

Finally...

For any other questions you can contact on **Monday up to Friday between 10.00 and 12.00 a.m.** tel.nr 06-303 222 55.

Stichting Voedselbank Delft.