

## Welfare Rights and Debt Advice Service



### Benefit Problems?

- Benefit wrong?
- Benefit stopped?
- Been refused?
- Appeal tribunal?



### Debt problems?

- Rent Arrears?
- Mortgage arrears?
- Eviction warrant?
- Repossession?

**The Welfare Rights and Debt Advice Service can help you**

## **Debt Advice**

We provide free, independent, confidential help and advice with debt problems, prioritising those cases at risk of homelessness.

### **What services do we offer?**

Depending on your circumstances, we may be able to help by:

- Checking you are getting all of the benefits you are entitled to
- Drawing up a financial statement to see what money you can offer to your mortgage provider or landlord
- Representing you at your county court hearing
- Helping you prepare for your hearing if we are unable to represent you
- In some cases, by negotiating a payment plan with your mortgage provider or landlord before your hearing

### **How to contact us**

#### **If you have a county court hearing for mortgage or rent arrears**

Text 'court help' and your name to 07980993678, and we will ring you back. Alternatively, you can phone 0161 342 3494 to speak to our admin team.

#### **If you have mortgage or rent arrears but no date for a county court hearing**

If you are worried about paying your mortgage or you have rent arrears, but you do not yet have a date for a court hearing, you should fill out our on-line referral form at [www.tameside.gov.uk/debtadvice](http://www.tameside.gov.uk/debtadvice)

#### **If you need more general debt advice**

You can get help with a general debt problem from Tameside Citizens Advice Bureau. Citizens Advice deliver a drop-in advice service at Clarence Arcade, Stamford Street, Ashton-under-Lyne, on Monday – Friday between 9.30am – 12.30pm.

If you are a New Charter tenant, you can also get help with a general debt problem by ringing the New Charter debt advice team on 0808 1782330.

## **Welfare Rights Advice**

The service advises Tameside residents on a range of benefit and tax credit entitlements.

The advice given by the service is completely independent, impartial, confidential and free. We have no ties to benefit agencies or other interested parties.

The service recognises that individuals must make their own decisions, and that the role of the service is to give people the information they need to be able to exercise their rights.

### **What services do we offer?**

#### **Our services include:**

- Undertaking casework
- Offering representation at appeal hearings
- Providing training

#### **How long will I have to wait to receive a service?**

- You can request a service on-line at any time at [www.tameside.gov.uk/welfarerights](http://www.tameside.gov.uk/welfarerights)
- Alternatively you can phone us on the Benefits Freephone Advice Line on 0800 074 9985, Monday and Wednesday 9.30am - 12.30pm
- We will allocate a named caseworker to you in those cases where long term support is identified e.g. you need representation at an appeal tribunal.

### **Other Services**

- Interpreter services can be arranged for people who have English as a second language.
- A home visiting service is also offered for people who are restricted to their home through disability.

### **How we can help you**

We can help you find out about the benefits and tax credits you may be entitled to.

If you contact us about an appeal we will advise you about the merits of your case and what evidence you need to support your appeal. We may be able to provide representation at your appeal hearing but we cannot provide this in every case.

We will give priority to those cases where the person needs extra support to argue their case or where a particularly complex area of law is involved.

## How to contact us

Benefits Freephone Advice Line<sup>1</sup>

0800 074 9985  
Monday and Wednesday  
9.30am - 12.30pm

Calls from mobiles may be charged

Online at

[www.tameside.gov.uk/welfarerights](http://www.tameside.gov.uk/welfarerights)

[www.tameside.gov.uk/debtadvice](http://www.tameside.gov.uk/debtadvice)

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### **Other Formats**

If you need this information in other formats, please contact us.

Minicom: 0161 342 2283