

## Citizen Advice Bureau

Citizen Advice Bureau offer a drop-in service and appointments. For anyone whose circumstances prevent them going into the Bureau offices they can arrange a home visit.

### Alexandria Office

77 Bank Street, Alexandria, G83 0LZ

Telephone: 01389 752727 | Fax: 01389 729271

Drop-in Service Opening Hours

Monday, Wednesday, Thursday & Friday: 9:30am-3:00pm

Tuesday: Closed

### Clydebank Office

Social Economy Centre, 63 Kilbowie Road, Clydebank, G81 1BL

Telephone: 0141 435 7590 | Fax: 0141 435 7591

Drop-in Service Opening Hours

Tuesday, Thursday & Friday: 9:30am-3:00pm

Monday & Wednesday: Closed

### Dumbarton Office

Bridgend House, 179 High Street, Dumbarton, G82 1NW

Telephone: 01389 744690 | Fax: 01389 768019

Drop-in Service Opening Hours

Tuesday, Wednesday, Thursday & Friday: 9:30am-3:00pm

Monday: Closed

## Information in other formats

This leaflet can be made available on CD, tape or audio formats, in Braille, in large print and in languages other than English. Please contact us if you require this information in an alternative format.

### 16 Merkins Avenue

Bellsmyre, G82 3EB

Tel: 01389 765179

Fax: 01389 733031

Email: [enquiries@bellsmyre-ha.org](mailto:enquiries@bellsmyre-ha.org)

Website: [www.bellsmyrehousing.co.uk](http://www.bellsmyrehousing.co.uk)

Bellsmyre Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 – Reg. No. 2380 R(S)  
Scottish Housing Regulator Reg. No. HCB 235.  
Scottish Charity No. SC038496.  
Property Factor Registered No: PF000266



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# WELFARE BENEFITS ADVICE SERVICES



## BELLSMYRE

housing association

**t 01389 765179**

**@ enquiries@bellsmyre-ha.org** **w www.bellsmyrehousing.org.uk**

# Welfare Benefits Advice Service

Applying for benefits and getting help to budget or manage debts can sometimes be quite difficult, that's why Bellsmyre Housing Association can arrange appointments for you with our local citizen advice bureau.

## Our Services



### In Person

Not all of our tenants have access to the internet and we know that a number of our tenants rely on welfare benefits to help with their rent payments and the general cost of living. We also know that some do not receive all they are entitled to or face difficulties when making a claim. The benefits system is also very complex.

We can arrange for you to have a free confidential financial health check, which will be carried out by a representative from the Citizens Advice Bureau. They can also give you advice to ensure you are receiving the maximum income to which you are entitled. Call us on 01389 765179 and we will make a referral on your behalf. You can even meet them in our office in private.

### You can receive advice on:

- **Job Seekers Allowance**
- **Income Support**
- **Employment and Support Allowance (ESA)**
- **Tax Credits**
- **Disability Living Allowance (DLA)**
- **Welfare Reform**
- **Attendance Allowance**
- **Personal Independence Payment (PIP)**
- **Housing and Council Tax Benefit**
- **Universal Credit**

### Advice and assistance can also be provided on:

- **Debts**
- **Budgeting**
- **Home Contents Insurance**
- **Opening Bank Accounts/ Credit Union Accounts**
- **Fuel Costs**

A number of our tenants have already made use of this service and have found it very helpful.

## Online



You can visit our website at [www.bellsmyrehousing.org.uk](http://www.bellsmyrehousing.org.uk) where you can access a handy Benefit and Welfare Reform calculator which has been provided by our partner, Caledonia Housing Association. The calculator will help you quickly calculate your benefits and work out if you are affected by under occupancy and the benefits cap. If you do not have access to a computer our staff can help you check your entitlement to benefit.



## Independent Advice

We appreciate that you may not wish to discuss your wider financial circumstances with your landlord. You can also get free, confidential, impartial and non-judgemental advice from the following organisations:

<b>Shelter Scotland</b>	08080 800 444 <a href="http://www.scotland.shelter.org.uk">www.scotland.shelter.org.uk</a>
<b>West Dunbartonshire Advice Partnership</b>	01389 776929 <a href="http://www.west-dunbarton.gov.uk">www.west-dunbarton.gov.uk</a>
<b>National Debtline</b>	0808 808 4000 <a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a>
<b>Step Change Debt Charity</b>	0800 138 1111 <a href="http://www.stepchange.org">www.stepchange.org</a>
<b>Money Advice Scotland</b>	0141 572 0237 <a href="http://www.moneyadvicescotland.org.uk">www.moneyadvicescotland.org.uk</a>
<b>Citizens Advice Scotland</b>	0808 800 9060 <a href="http://www.cas.org">www.cas.org</a>
<b>Scottish Legal Aid Board</b>	0131 226 7061 <a href="http://www.slabb.org.uk">www.slabb.org.uk</a>

**Solicitors** – there are a number of solicitor offices throughout Scotland. You can find their contact information in the Yellow Pages or [www.yell.com](http://www.yell.com).

 **01389 765179**

 [enquiries@bellsmyre-ha.org](mailto:enquiries@bellsmyre-ha.org)  [www.bellsmyrehousing.org.uk](http://www.bellsmyrehousing.org.uk)