

## Accessing Drop-in Advice Services

Drop-in sessions at Hanley Citizens Advice Office:

Monday	9.30am-1.30pm
Tuesday	9.30am-1.30pm
Wednesday	limited service
Thursday	2.30pm-6.30pm
Friday	9.30am-1.30pm

We also run drop-in sessions at Bentilee volunteers, Blurton Hub, Stoke Library and Tunstall Library.

For more information on where to find us visit our website [www.snsCab.org.uk](http://www.snsCab.org.uk) or follow us on Facebook @SNSCAB and Twitter @SNS\_CAB

## Telephone advice:

Call the Advice Line on **03 444 111 444**

## Accessing the Debt Advice Service and the Housing Advice service

These services are appointment only — you can make an appointment yourself or ask for a referral.

### Self-referral

By telephone **01782 408 626**

Or email [debtreferrals@snsCab.org.uk](mailto:debtreferrals@snsCab.org.uk)

Or ask at any Citizens Advice office

### Referral by a professional

You can ask any Council Officer to refer you into the service. Alternatively you can ask at any Council Office.

# Any worries?

## City Wide Advice Service



Staffordshire North  
& Stoke-on-Trent



City of  
**Stoke-on-Trent**

## City Wide Advice Service

Stoke-on-Trent City Council has commissioned Citizens Advice to provide drop-in advice & appointments for debt, budgeting & housing advice at our Hanley office & community venues in Stoke-on-trent.

### Drop-in Advice

#### The issues we can advise about include:

- Benefits
- Consumer
- Debt and financial capability
- Discrimination
- Education
- Employment
- Health
- Housing
- Immigration and Asylum
- Legal
- Relationship/family
- Tax
- Travel
- Utilities/communications

**See back page for details of how to access our drop-in advice service.**

### Housing Appointments

#### We can help you with:

- Rent and Mortgage arrears
- Section 21 possession procedure
- Landlord and Tenant issues
- Disrepair
- Homelessness and Allocations
- Harassment and Illegal eviction
- Relationship breakdown and housing

**You can ask for an appointment to help with housing at Smithfield and Hanley Citizens Advice Office. See back page for how to contact us.**

## Debt Appointments

#### We can help you with:

- Budgeting advice
- Advice on maximising your income including Benefit checks
- Help you to produce a financial statement
- Accessing grants to help pay your bills
- Advice on rent and mortgage arrears
- Advice on Council Tax arrears including help with negotiating with the Council
- Advice on Court fines
- Advice on dealing with bailiffs
- Give you options for dealing with debt
- Dealing with County Court claims and judgements (CCJ)
- Contact and negotiate with people you owe money to on your behalf

**You can ask for an appointment for help with debt and budgeting at any of the following Local Centres. See back page for how to contact us.**

Blurton Local Centre	Monday 9am-4pm	Fortnightly
Abbey Hulton Local Centre	Monday 9am-4pm	Fortnightly
Burslem Local Centre	Tuesday 1pm-4pm	Fortnightly
Tunstall Local Centre	Tuesday 1pm-4pm	Fortnightly
Chell Heath Local Centre	Tuesday 9am-4pm	Weekly
Bentilee Local Centre	Wednesday 9am-4pm	Weekly
Longton Local Centre	Friday 9am-4pm	Weekly