

Accessing Drop-in Advice Services

Drop-in sessions at Hanley Citizens Advice Office:

Monday	9.30am-1.30pm
Tuesday	9.30am-1.30pm
Wednesday	Am—limited service 1.00pm-5.00pm
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 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

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