



CHAS CL operates a confidentiality policy

A copy is available on request

We sometimes use case studies to demonstrate or publicise our work. However, all cases remain anonymous. Personal client information is never used.

We will never discuss your case with anyone outside CHAS CL unless we have your consent. We will never give information about you to anyone outside CHAS CL without your consent. However for us to work for you, we must have your consent to speak with Hackney Housing

CHAS CL is working towards equality of opportunity and recognises that discrimination exists in many parts of our society. CHAS CL finds discrimination or intimidation of any kind unacceptable.

CHAS CL staff will treat clients with courtesy and respect.

CHAS CL reserves the right to refuse to advise those who, after warning, continue to use abusive language or behaviour.

About CHAS CL

CHAS CL is a charity providing independent advice to people who have housing and debt problems.

We do this on an independent basis and act solely for the best interests of people who approach us for help.

CHAS CL is providing an independent service for Hackney Housing, to assist any Leaseholder who is experiencing financial and housing problems.


Why not visit our New Website on:

www.chascl.org.uk

Which includes a section on frequently asked questions on debt with advice



Hackney Homes


In partnership with  Hackney Council

CHAS CL

**Christ Church House
19-20 Shroton Street
London NW1 6UG**



Hackney Homes

In partnership with  Hackney Council

020 7723 5928



MONEY ADVICE AND DEBT COUNSELLING
provided by **CHAS CL**
For HACKNEY HOMES Leaseholders

What CHAS CL provides

Free and independent specialist housing and debt advice. We will:

- Assess your current Housing and Debt situation.
- Provide information and advise you on a wide range of housing and debt options.
- Advice on access to benefits.
- Draw up financial statements to help you budget and negotiate with your creditors and Hackney Housing.
- Work on your behalf with other parties, as your advocate or representative, in situations where you require professional representation.
- Provide advice with regard to relationship breakdown.

HOW CHAS CL CAN HELP

- We will provide clear and accurate information on your housing and debt problems and help you work through them.
- If you have debts that affect your housing situation, we will help you deal with them.
- If you have benefit problems relating to your housing situation, we can offer advice on this as well.
- If you have a problem we cannot deal with, we will refer you to an agency we think may help.
- We will help you to restructure your finances to ensure a long term solution to your housing and debt problems.

What you can expect from us?

- CHAS CL will provide good quality advice and information within a reasonable time scale.
- CHAS CL will offer you a polite and courteous welcome; a confidential service and where necessary an interview.
- We will work on your case until it is completed, or you give us instructions to the contrary.
- If your case requires it, CHAS CL's adviser's can accompany you and represent you in court or at other hearings.

If you are not happy with any aspect of our service, you have a right to complain.

Please do not hesitate to take or ask for one of our complaint leaflets.

If you do not speak English as a first language we have access to translators and will be happy to arrange one.

Debt and Housing Advice Line 020 77235928

Opening Hours

When calls will normally be answered

OPEN: Monday, Tuesday, Wednesday
10.00 a.m. - 1.00 p.m.
2.00 p.m. - 5.00 p.m.
Thursday
10.00 a.m. - 1.00 p.m.

CLOSED: Thursday afternoon and Friday for casework Interviews – by appointment only.

- If we cannot take your call, you can leave a message on our answer-phone and we will return your call.
- If you need to see an adviser, we will offer an appointment within ten days.
- If you have a genuine emergency we will try and offer you an appointment within 48 hours.
- If you cannot come to our office, we will make alternative arrangements for you.

You can also fax us on:

020 7723 1686, or


E-mail us on:

advice@chascl.org.uk

Website: www.chascl.org.uk



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