

What CHAS CL provides?

- Assess your Housing and Debt Problems.
- Help you with Housing Benefit Problems.
- Identify priority and secondary debt and agree action plans to deal with them.
- Draw up financial statements to help you budget and negotiate with your creditors.
- Assist you in negotiations with the Council, Benefits Agency and Creditors.
- Assist you to maximise your Welfare Benefits.
- Assist you to propose a payment plan to Octavia Housing and Care to reduce your rent arrears.
- We will provide clear and accurate information on your housing and debt problems and help you work through 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.

OFFICE OPENING HOURS

**Open: Monday, Tuesday, Wednesday
10.00am—1.00pm and 2.00pm -
5.00pm**

**Thursday
10.00 am—1.00 pm**

**The offices are closed on a Thursday
afternoon and all day Friday for
Casework**

Debt and Housing Advice Line 020 77235928

WEEKLY SURGERIES FOR OCTAVIA

At Emily House:

Tuesday 10.00 am-2.00pm

At Emily House:

Wednesday 4.00 pm - 7.00pm

At Cicely Davies House:

Friday 10.00 am—2.00 pm

MONTHLY SURGERY

At Offices of CHAS CL:

**Wednesday 4.00 pm—7.00 pm
(every 3rd week in the month)**

**-Home Visits by arrangement
-Surgeries are Drop In and
Appointment Based**

- 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 one week.
- 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

New Website: www.chascl.org.uk



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.

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.



OCTAVIA



About CHAS CL

CHAS CL is a member of an alliance of Advice Centres partly funded by Housing Justice.

CHAS CL works to prevent homelessness, both by helping people who are homeless or badly housed, and by assisting campaign to tackle the root causes of homelessness.

There are 11 CHAS Housing Advice Centres across the country offering advice, support and advocacy to anyone who is homeless, threatened with homelessness or living in unsuitable or bad housing.

Housing Justice's Policy and Education Team combines expertise in both housing policy and adult education to raise people's awareness of housing and homelessness and equip them to tackle the long-term causes of homelessness.

Why not visit our New Website on: www.chascl.org.uk
Which includes a section on frequently asked questions on debt with advice

CHAS CL

Christ Church House

19-20 Shroton Street

London NW1 6UG

Tel: 0207723 5928



OCTAVIA



020 7723 5928

Housing, Debt and Welfare Benefits Advice provided by CHAS CL For Tenants of Octavia Housing & Care

