

## What CHAS CL provides

- Assess your Housing and Debt Problems
- Assist you to propose a payment plan to PCHA to reduce your rent arrears.
- 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.
- Help you with Housing Benefit problems.
- We will provide clear and accurate information on your housing and debt problems and help you work through them.
- 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 one week.

- If you cannot come to our office, we will make alternative arrangements to visit you.

You can also fax us on  
020 7723 1686, or

E-mail us on:

[advice@chascl.org.uk](mailto:advice@chascl.org.uk)

Website: [www.chascl.org.uk](http://www.chascl.org.uk)

# PCHTA

Part of the Genesis Housing Group

## **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.

## **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.

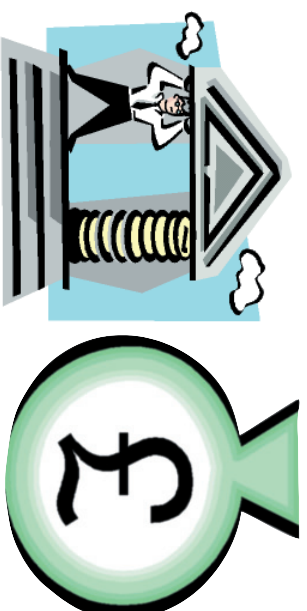
Housing Justice's Policy and Education Team combines expertise in both housing policy and adult education to raise people's awareness of housing and homelessness and equip them to tackle the long-term causes of homelessness.

Why not visit our New Website on:  
[www.chascl.org.uk](http://www.chascl.org.uk)

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

## **CHAS CL**

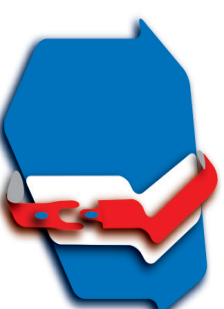
**Christ Church House  
19-20 Shroton Street  
London NW1 6UG**



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**020 7723 5928**



**Housing and  
Dept Advice provided by  
CHAS CL  
For Tenants of  
PCHA**