

4B



Are you claiming the
benefits you could?

Are you claiming the benefits you could?

Many residents are unsure which benefits they are entitled to and this sometimes means they get into financial problems they could otherwise avoid. Here are some ideas of the places you could ask for help if you are unsure if you are claiming the benefits you are entitled to.

Free, confidential advice and help is available from your local **Welfare Rights Service**. The Welfare Rights Service is there to help you with any benefit problems and offer advice on a whole range of Social Security and local authority benefits, as well as tax credits.

Minor queries can be answered over the phone. Opening times may vary for each office. Contact your local Welfare Rights Office for more details.

Housing Benefit

If you are on low income, you may be able to claim **Housing Benefit** to help pay your rent and/or service charges. Forms are available from your local council.

It is your responsibility to claim Housing Benefit, however if you require assistance to complete the form, please contact us and our staff will be happy to help. Should you only be entitled to partial Housing Benefit, you must pay the remainder of your rent or service charges by one of the methods listed in our leaflet 'Paying your rent'.

Other useful agencies

There are many agencies that are able to offer advice and assistance on a whole range of issues. These include the following:

- Age Concern - **0161 833 3944**
- Citizens Advice Bureau Tel - **0844 826 9695**
- Council Tax/Housing Benefit. **(contact your local council).**
- County Information Centres. **(contact your local council).**

- Department of Work and Pensions - **0800 99 1234**
- Education Welfare Service - **0870 000 2288**
- Social Services - **08458 247 100**
- Job Centre Plus - **0845 60 60 234**
- Pension Service. (for claims relating to Retirement Pension & Pension Credit). - **0800 731 7898**

Help lines:

- Benefits Enquiry Line/Forms Completion Service - **0800 88 22 00**
- Carer's Allowance Unit - **01253 85 61 23**
- Child Benefit Enquiry Line - **0845 302 1444**
- Child Support Agency - **0845 7 133 133**
- Disability Advice and Information Centre - **0800 88 22 00**
- Disability Living Allowance/Attendance Allowance Unit - **0845 712 3456**
- Ethnic Minorities Development Association - **01254 680757**
- Help the Aged - **020 8765 7200**
- Inland Revenue Tax Credit
<http://www.direct.gov.uk/en/DI1/Directories/index.htm>
- NHS Direct - **0845 4647**
- Pension Credit Helpline - **0800 99 1234**
- Pensions Forecast Advice Line - **0845 3000168**
- Shelter 24 Hour Helpline - **0808 800 4444**
- Supporting People. (housing related support service) - **(01325) 388108**
- The Veterans Agency Helpline - **0800 169 22 77**
- Tax Credits - **0845 300 3900**
- Winter Fuel Payments - **0845 9 151515**

Telephone numbers for all of the above can be obtained from your local telephone directory, from a directory enquiries service or you can look on the internet.

We hope this leaflet answers your questions about how to find benefits advice. If you are not sure about anything or have some further questions then please talk to our staff.

 Reader Group Approved ✓

T T Large Print Available



Audio Tape Approved



Translation Available

এই দলিল বাংলায় পাওয়া যায়
আ পরীক্ষা গুজরাতিમાં મળી શકે છે

有中文翻譯版提供

Qoraalkaan oo turjuman waad heli kartaa
اس کا اردو میں ترجمہ دستیاب ہے

the
regenda
group

making the North West a better place to live



Regenda House
Enterprise Business Park
Northgate Close Horwich
Bolton BL6 6PQ
Tel: 0344 736 0066
Email: info@regendafirst.org.uk