



Specialist support services

We have a number of dedicated specialist support services to help you with your housing issues. Whether you are an individual or a family, we may be able to help.

We can provide advice and support to help you:

- find privately rented accommodation or social housing in your area
- understand your rights as a tenant
- view properties and find the right one for your budget
- set up your home (connecting utilities, etc)
- get your landlord to make repairs
- settle into your new home, including follow-up visits.

How to get in touch with us

Shelter Merseyside
3rd floor, Colonial Chambers
3–11 Temple Street
Liverpool L2 5RH

For appointments, please call:

0344 515 1900

Open Monday–Friday, 9am–5pm

Email: merseyside@shelter.org.uk

If you have an emergency housing problem, you can visit **shelter.org.uk/advice** for advice online. Or you can call Shelter's free* housing advice helpline on **0808 800 4444**; Monday–Friday, 8am–8pm or Saturdays and Sundays, 8am–5pm.

*Calls are free from UK land lines and main mobile networks.

Shelter helps millions of people every year struggling with bad housing or homelessness – and we campaign to prevent it in the first place.

We're here so no one has to fight bad housing or homelessness on their own.

Awarded the Specialist Quality Mark. Contracted with the Legal Aid Agency.

Shelter services in Merseyside

Do you need help with housing, debt or benefits? We're here.



RH6638. Registered charity in England and Wales (263710) and in Scotland (SC002327). To protect the identity of Shelter's clients, models have been used in photographs. Photography: Simon Rawles/Nick David.

Shelter

Who we are and what we do

Shelter services offer practical support, advice and solutions to problems that affect your housing.

When you contact us, we will listen to your problems and direct you to the service that is best for you. We will provide expert, realistic, impartial advice and support to help you sort out your problems once and for all.

'I would recommend Shelter any time.
I'd also like to say how grateful I am
to them all, as nothing seemed too much
trouble for them.'

We welcome people from all backgrounds.
If you need help with English, we can get our advice translated for you. Our main offices are wheelchair accessible.

Information resource centre

Shelter offers free guidance and information on problems such as:

- bidding for properties in your area
- applying for benefits online
- planning a budget
- contacting local hostels and private landlords
- finding out what other services are available to help you.

You can use computers and phones for free. And our dedicated staff can help you find the right information and fill in the correct forms.

Housing, benefits and debt advice

We provide free confidential and impartial advice. We can also offer briefings and training sessions to groups on all housing, benefits and debt issues. Contact us to find out what's available in your area.

Our welfare benefits advisers can help you if:

- you need advice on the benefits you're entitled to
- you're considering taking a job or moving in with your partner and need to know how this affects your benefit
- your benefits have been turned down or stopped and you don't know why
- you are unsure if your tax credits are correct
- you need to understand the effects of the bedroom tax or universal credit
- you need help with appeals, reviews and supercessions on most benefits
- you need help with claims to DLA, PIP and ESA.

Our housing advisers can help you with:

- homelessness or having to stay with friends
- rent or mortgage arrears
- disrepair or overcrowding
- housing rights after a relationship breakdown
- fleeing violence or harassment.

Our debt advisers can help you when:

- you're struggling to pay your bills
- your outgoings are more than your income
- debt collection companies or bailiffs are knocking at your door
- you're living on benefits or a low income and struggling to pay utility bills
- you need advice on bankruptcy, debt relief orders, individual voluntary arrangements or administration orders
- you need help negotiating a payment plan with creditors
- you're getting letters threatening county court proceedings or you have a county court judgment against you
- you need help challenging whether you owe a debt.



Shelter legal services – housing

If you're eligible for full legal aid – you don't have to be on benefits to qualify – we have a large team of solicitors and advisers across the country who are specialists in complex housing law.

We can provide legal advice and court representation in housing cases, including:

- possession hearing
- eviction
- antisocial behaviour injunctions.

We can take legal action against your landlord or local authority, helping with:

- illegal eviction
- refusal of homelessness applications.

And we can act quickly in an emergency.