

## Useful contacts

*For information and advice about your housing rights:*

### **Shelter**

Tel: 0808 800 4444  
[www.shelter.org.uk](http://www.shelter.org.uk)

*For information about finance options:*

### **Bexley and Greenwich Credit Union**

Tel: 020 8855 4340  
[enquiries@gbcreditunion.com](mailto:enquiries@gbcreditunion.com)  
[www.gbcreditunion.com](http://www.gbcreditunion.com)

*For assistance with changing your employment circumstances or developing new skills:*

### **Jobcentre Plus Office**

Tel: 020 8218 4703  
Textphone: 0845 608 8551  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

### **Resources Plus**

Tel: 020 3045 3800  
[resourcesplus@bexley.gov.uk](mailto:resourcesplus@bexley.gov.uk)  
[www.bexley.gov.uk/resourcesplus](http://www.bexley.gov.uk/resourcesplus)

### **Adult Education Bexley**

Tel: 020 8300 1056  
[www.adultedbexley.org](http://www.adultedbexley.org)

*For information about support available for those receiving benefits*

### **Local Welfare Provision**

Tel: 0345 300 6712  
Available to people in receipt of certain benefits.

*For further support, information and advice:*

### **Bexleyheath Citizens Advice Bureau**

Central Library  
2 Townley Rd,  
Bexleyheath, DA6 7HL  
Tel: 01322 517150  
Fax: 020 8303 9524  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Erith Citizens Advice Bureau**

50 Pier Road  
Erith, DA8 1TA  
Tel: 01322 357933  
Fax: 01322 357934  
Email: [advice@erithcab.org.uk](mailto:advice@erithcab.org.uk)

### **Sidcup Citizens Advice Bureau**

Sidcup Library  
Hadlow Road  
Sidcup, DA14 4AQ  
Monday 1.30 - 3.15pm  
Tel: 020 8303 5100

*For voluntary sector organisations including food banks in Bexley:*

### **Bexley Voluntary Service Council**

Crayford Manor House  
Mayplace Road East  
Crayford  
DA1 4HB  
Tel: 01322 524682  
Email: [info@bvsc.co.uk](mailto:info@bvsc.co.uk)  
[www.bvsc.co.uk](http://www.bvsc.co.uk)

### **Bexley Food Bank**

Tel: 07932431350  
[info@bexley.foodbank.org.uk](mailto:info@bexley.foodbank.org.uk)

### **Bexley Women's Aid**

PO Box 25  
Bexleyheath, DA7 4BS  
Tel: 020 8301 1536  
[info@bexleywomensaid.org.uk](mailto:info@bexleywomensaid.org.uk)

### **Bexley Mencap**

Tel 020 8303 6336  
[office@bexleymencap.org.uk](mailto:office@bexleymencap.org.uk)  
[www.bexleymencap.org.uk](http://www.bexleymencap.org.uk)

### **Mind in Bexley**

Milton House  
240A Broadway  
Bexleyheath, DA6 8AS  
Tel 020 8303 5816  
[info@mindinbexley.org.uk](mailto:info@mindinbexley.org.uk)

If you would like the information in this leaflet in a different format, please call 020 8303 7777 and ask for Communications/Graphics.  
The reference to quote is 605685/6.14



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[www.bexley.gov.uk](http://www.bexley.gov.uk)

# Housing concerns?

## Help Options Advice



**[www.bexley.gov.uk/housingsupport](http://www.bexley.gov.uk/housingsupport)**  
**or call 020 8303 7777**



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[www.bexley.gov.uk](http://www.bexley.gov.uk)

Bexley's Housing Support service provides help to residents and landlords with housing concerns.

*Housing support may be able to help you if you are:*

- In danger of losing your home or have been asked to leave where you are staying
- Worried about unpaid rent and other debts
- Finding it hard to manage your money
- Struggling with the changes to your benefits
- In need of support with finding and moving into your own accommodation
- Moving into a new place and not sure if you'll cope
- Living with friends or family and want to know about your housing options
- Concerned about a tenant and would like further advice

### Who is this service for?

Housing Support can help any Bexley resident with a housing issue. We can help you if you are renting privately, live in social housing, own your home or have no fixed abode.

### Landlords and Housing Associations

Our service is also for landlords who are leasing properties in the borough. If you are concerned about a tenant, for example if they are experiencing problems similar to those listed, you can contact us on their behalf. This option is available to private and social landlords, letting agents, advice services, voluntary organisations and other agencies who work with tenants.

### What can we do?

Our housing support advisers can help with:

- Managing unpaid rent and other debts
- Budgeting household finances
- Advice around benefits, employment and training
- Finding and securing a property
- Advice and support on your current tenancy
- Getting in touch with the right people and services to help you
- Advice for landlords who would like to refer tenants to our services
- Information on housing options for residents with a learning disability or experiencing symptoms of mental health issues

### How to contact us

To make an enquiry visit [www.bexley.gov.uk/housingsupport](http://www.bexley.gov.uk/housingsupport) or call 020 8303 7777 and ask for Housing Support.

Further advice

- If you have already been made homeless or are threatened with homelessness in the next 28 days then you should call on 020 8303 7777 and ask for the Prevention and Assessment team
- If your query relates to concerns about the quality or safety of your housing please contact Environmental Health at [environmentalhealth@bexley.gov.uk](mailto:environmentalhealth@bexley.gov.uk) or call 020 8303 7777

### Benefit changes

The government is making significant changes to the benefits system which may affect your finances and housing situation. If you are affected by the changes and need help, contact Housing Support using the online form on our webpage.

For up to date information on the benefit changes, visit [www.bexley.gov.uk/benefitchanges](http://www.bexley.gov.uk/benefitchanges)

