



**EMERGENCY COVID-19**

# **HOUSING SUPPORT HANDBOOK**

**Emergency COVID-19  
Housing Support Handbook**

A tool for anyone facing money worries or housing problems during the Covid-19 pandemic.



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# INTRODUCTION

This booklet is a tool for anyone facing money worries or housing problems in Bristol. It is also a useful guide for groups and organisations supporting others.

To access our emergency handbook for those currently street homeless or at risk of becoming street homeless, please visit the Caring in Bristol website:

[caringinbristol.co.uk/project/caring-handbook](https://caringinbristol.co.uk/project/caring-handbook)

Covid-19 has been challenging for everyone. This booklet offers information on issues such as: housing, finance, employment, immigration, and food provision. It also lists the support services available in Bristol who can offer personal and expert advice. Our key message is to seek advice early.

With the situation changing all the time, we will seek to update the booklet with regular re-prints.

For daily updates, please join the Covid-19 Caring in Bristol Mutual Aid Facebook group or visit Bristol Homeless Connect: [bristolhomelessconnect.com](https://bristolhomelessconnect.com)

# HOUSING

## ADVICE FOR ANY HOUSING ISSUE ↓

If you want advice with any housing issue, or support accessing the schemes outlined below, contact:

**CHAS Bristol** - 0117 9351260

**Shelter Bristol** - 0344 515 1430

**Bristol Law Centre** - 0117 924 8662

**1625 Independent People\*** - 0117 332 7111

\*Offers support for those aged 16-21. If you're aged 22-24, you can only access support if you have certain support needs.

## COVID-19 IMPACT

In response to the impact of the pandemic, certain changes have been made to protect tenants. For the latest Covid-19 related government advice to tenants, please visit:

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

## A LONGER NOTICE

If you get a notice from your landlord **after 26th of March 2020**, the notice must give you **at least 3 months**. This applies if you are renting from a private landlord, a housing association, or local council and you get a notice from your landlord.\*

This will be in place until at **30th of September**, and could be extended.

For more information, please see the Bristol Law Centre's guide on Notices Seeking Possession, available at:

[www.bristollawcentre.org.uk](http://www.bristollawcentre.org.uk)

\*You're not protected if you are a lodger or awaiting emergency accommodation.

## A 'BAN' ON EVICTIONS

If you received a notice seeking possession, the landlord won't be able to get a court order in the near future as the courts have suspended all possession proceedings until the 23rd of August 2020\*

If your landlord tries to evict you without due process including a court order, it is an illegal eviction and you should notify the council by emailing [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or calling 0117 352 5010. For more information, please see the Bristol Law Centre's guides on Possession Proceedings in the County Court and Illegal Evictions: [bristollawcentre.org.uk](http://bristollawcentre.org.uk)

### \*After 23rd of August

The government are looking into ways to protect renters who have built up arrears due to Covid-19. They are asking landlords not to start proceedings, and to try and agree repayment plans. However, as yet there is nothing in place to prevent private landlords starting evictions proceedings, or to protect those who have built up arrears due to covid-19. The guidance relies on the goodwill of individual landlords. There is a pre-action protocol in place in relation to social landlords.

## FOR EVICTION CLAIMS

After 23rd of August 2020, claims which have been stayed (put on hold) due to Covid-19 can be 'reactivated' by the landlord giving written notice to the court. The court will require specified information from the landlord.

The court will then decide what kind of hearing is needed and when to schedule the hearing.

There may be substantial delays in hearings taking place, because courts need to follow social distancing rules. Hearings are likely to be spread out over several months.

## REPAIRS AND SAFETY

Your landlord is still responsible for repairs to your home. They may not be able to get the problem fixed during the normal timescales, but should not delay any repairs without a good reason. Anyone who comes to carry out repairs should follow social distancing guidelines.

If someone in your home is self-isolating, or considered at higher risk (shielding), government guidance says your landlord should only send someone into your home if there is a serious problem that puts you at risk.

Annual gas safety checks are still a legal requirement, and your landlord should arrange gas safety checks, unless someone in your home is at high risk (shielding) or self-isolating.

## TEMPORARY / HOTEL ACCOMMODATION

If you are currently living in temporary accommodation (including temporary hotel accommodation), you may be able to receive planned resettlement support.

Many people who were rough sleeping have been housed temporarily during the outbreak and the council is trying to place them in longer term accommodation, rather than allowing them to return to rough sleeping.

## HOMECHOICE BRISTOL BIDDING

HomeChoice Bristol is a partnership between Bristol City Council and other housing associations where you can register and apply for social housing. You are able to bid for accommodation on HomeChoice Bristol in line with new government advice that you can move home during the Covid-19 outbreak. Property cycles run from Tuesday to Sunday.

During the last 3 months, fewer properties have become empty with less people moving. Initially there will be more properties reserved for older people advertised; along with a limited amount of general needs properties. HomeChoice Bristol aim to be back to normal within the next three months.

To register with HomeChoice Bristol, visit their website: [www.homechoicebristol.co.uk/content/information](http://www.homechoicebristol.co.uk/content/information)

## OVERCROWDED ACCOMMODATION

It may be harder to self-isolate if you are living in overcrowded accommodation, especially if you are considered at **higher risk** [[nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk](https://nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk)] and therefore shielding. Landlords and the other members of the household should help support these individuals, and carefully follow the guidance on social distancing.

If you are considered at higher risk and staying in overcrowded accommodation where you can't effectively shield, you should speak to Bristol City Council about alternative housing solutions.

## STEPS TO TAKE IF YOU ARE UNABLE TO PAY RENT

You still owe your rent and should try to maintain these payments if possible. If you're unable to pay your rent you should:

- **Speak to your landlord as early as possible. This could allow you to reach a temporary agreement to pay a lower level of rent and repay arrears in the future\*.**

\*You could consider taking in a lodger if your property is large enough and your tenancy allows it.

- **Seek specialist advice from benefits, money and housing advice agencies to help with this process (see P.27)**
- **Explore options for financial support to help pay rent - such as applying for a Discretionary Housing Payment (See P.12)**

## STEPS TO TAKE IF YOU ARE SERVED A SECTION 21 NOTICE

- **Seek specialist advice from housing advice agencies (see P.27)**

If your landlord sought a court order after 27th of March 2020, your landlord cannot take legal proceedings to evict you until 23rd of August 2020. If they try to, you should notify the council by emailing [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or calling 0117 352 5010.)

## STEPS TO TAKE IF YOU ARE WORRIED YOU MIGHT LOSE YOUR HOME

You still owe your rent and should try to maintain these payments if possible. If you're unable to pay your rent you should:

1. **Contact Bristol City Council\* to notify them and explain the situation:**  
Call: 0800 6940184 (Open 08.30am-6pm Mon-Fri  
Closed Wed 12pm-1.30pm)  
Email: [homelessnessadvice@bristol.gov.uk](mailto:homelessnessadvice@bristol.gov.uk)  
If your local connection is with South Gloucestershire: Call 01454 865496.  
You can also make referrals via: [homelessness@southglos.gov.uk](mailto:homelessness@southglos.gov.uk)
2. **Follow their guidance, potentially placing an application for emergency temporary accommodation.**
3. **Seek specialist advice from housing advice agencies (see P.27)**

\*You can contact Bristol City Council even if you have been turned down for help in the past.

# FINANCES

## WHERE TO GET HELP ↓

If you want money or benefits advice, or support applying for the options listed below, please contact:

**Talking Money** - 0117 954 3990

**Bristol Law Centre** - 0117 924 8662

**Citizens Advice Bristol** - 03444 111 444

**St Paul's Advice Centre** - 0117 9552981

**North Bristol Advice Services** - 07731842763  
and 07595047278

**South Bristol Advice Services** - 0117 9038358\*  
and 0117 9851122\*\*

\*For debt advice, \*\*For welfare benefits advice

Are you currently receiving housing related welfare benefits?  
(e.g. Universal Credit or Housing Benefits)

**NO**

You can apply for  
Universal Credit

[\[gov.uk/apply-universal-credit\]](https://www.gov.uk/apply-universal-credit)

You can find out about any  
other welfare benefits you  
may be entitled to using the  
benefits calculator

[\[gov.uk/benefits-calculators\]](https://www.gov.uk/benefits-calculators)

You can apply for an  
emergency payment

[\[bristol.gov.uk/benefits-financial-help/apply-  
for-an-emergency-payment\]](https://www.bristol.gov.uk/benefits-financial-help/apply-for-an-emergency-payment)

**YES**

You can apply for  
Discretionary House  
Payment

[\[https://www.bristol.gov.uk/benefits-financial-  
help/discretionary-housing-payments\]](https://www.bristol.gov.uk/benefits-financial-help/discretionary-housing-payments)

You can apply for an  
emergency payment

[\[https://www.bristol.gov.uk/benefits-financial-  
help/apply-for-an-emergency-payment\]](https://www.bristol.gov.uk/benefits-financial-help/apply-for-an-emergency-payment)

Are you currently paying council tax  
where you're staying?

**NO**

Everyone can apply for  
individual grants

[\[grants-search.turn2us.org.uk/\]](https://www.grants-search.turn2us.org.uk/)

**YES**

You can apply for council  
tax reduction

[\[gov.uk/apply-council-tax-reduction\]](https://www.gov.uk/apply-council-tax-reduction)

## WELFARE BENEFITS

### Universal Credit:

#### New Universal Credit claims

If you have little or no income, even if you have a job, you may qualify for Universal Credit - a benefit for day-to-day living and rent payments. If you are already receiving other benefits (including Housing Benefit), a claim for Universal Credit will stop those benefits permanently so it is worth seeking advice before claiming (See P.27).

Claims are made online at [gov.uk/universal-credit/how-to-claim](https://www.gov.uk/universal-credit/how-to-claim). There is a telephone claims number (0800 3285644), but people are being asked where possible to make their claim online.

There is a five week wait to get Universal Credit; if you are in immediate financial difficulty you can request an advance payment - this will need to be paid back through deductions over an agreed time period.

If you are already receiving Housing Benefit and make a claim for Universal Credit you will receive a 2 week run-on of Housing Benefit to help bridge the gap before the first payment.

Here are a couple of useful guides to claiming Universal Credit:

Bristol Citizens' Advice Bureau online help service - [citizensadvice.org.uk/helptoclam](https://citizensadvice.org.uk/helptoclam)

Shelter's guide to claiming - [england.shelter.org.uk/housing\\_advice/benefits/how\\_to\\_claim\\_universal\\_credit](https://england.shelter.org.uk/housing_advice/benefits/how_to_claim_universal_credit)

#### Existing Universal Credit claimants

If you have been claiming Universal Credit and have been furloughed, you don't need to do a change of circumstances as your employer will notify the JobCentre.

Any financial hardship experienced as a result of deductions or sanctions to your current claim can be challenged, please seek benefits advice from the relevant organisation (P.27)

#### DHP

If you find yourself unable to pay your rent you may be able to get help through the Council's Discretionary Housing Payments (DHPs). You can only claim DHP if you already receive the housing element of Universal Credit or Housing Benefits. There is more information about DHP and access to the application form here - [bristol.gov.uk/benefits-financial-help/discretionary-housing-payment](https://bristol.gov.uk/benefits-financial-help/discretionary-housing-payment)

#### Other welfare benefits

You may be entitled to a range of other benefits based on your circumstances - including physical or mental unwellness, a disability, looking after a child or caring for another. For help on claiming, speak to benefits advice organisations (P.)

If you are already receiving Housing Benefit and there's a change in your income you should notify Bristol City Council as soon as possible so you do not miss out. You can do so here - [bristol.gov.uk/changes-of-circumstance](https://bristol.gov.uk/changes-of-circumstance)

To check your entitlement to Universal Credit and other benefits there is an easy to use benefits calculator that will tell you what you are likely to be eligible for here - [bristol.entitledto.co.uk/home/start](http://bristol.entitledto.co.uk/home/start)

## COUNCIL TAX REDUCTION

If you're currently paying council tax for the property you live in you can apply for a reduction. In Bristol you could receive up to a 100% reduction (in South Gloucestershire the maximum reduction is 80%). The reduction is calculated based on your personal circumstances, Council tax band, and income.

**You can still claim for a reduction if you are:**

- In work
- Self-employed
- Receive benefits (including Universal Credit)
- The only person living in your accommodation\*

\*If you're the only person over 18 in your home you're automatically entitled to a separate 25% single person discount ([www.bristol.gov.uk/council-tax/single-person-discount](http://www.bristol.gov.uk/council-tax/single-person-discount))

If you're looking for a reduction due to changes in income related to COVID-19, you can backdate the application and receive a reduction from previous months. You will need to give good reason as to why you did not claim sooner but your claim can be backdated for up to 6 months.

You can check your eligibility and apply for a council tax reduction here -

[bristol.gov.uk/claim-council-tax-reduction](http://bristol.gov.uk/claim-council-tax-reduction)

There is additional support for everybody who receives even the smallest amount of Council Tax Reduction in the Council Tax year 2020/2021 because of COVID-19. Even if you only have a small entitlement you could save a further £150 on your Council Tax.

Even if you aren't eligible for Council Tax Reduction, in cases of exceptional difficulty the council can agree to write off your council tax arrears. If you think this may apply to you, seek advice from a money advice agency (P.27)

## EMERGENCY PAYMENT

Emergency payments are one-off awards of supermarket vouchers that can be used to buy food or clothing and top up prepaid gas and electricity meters. They are provided by the council if there is a sudden change of your circumstances (e.g. losing a job suddenly) that means you don't have enough money for basic needs.

You can check your eligibility and apply for an emergency payment here - [bristol.gov.uk/benefits-financial-help/apply-for-an-emergency-payment](http://bristol.gov.uk/benefits-financial-help/apply-for-an-emergency-payment)

## GRANTS AND SUPPORT

There are hundreds of small charities that give grants to individuals, from one-off amounts to cover particular items (e.g. furniture) to more regular amounts to help cover utilities. The grants are usually based on an individual's personal circumstances such as age, nationality, and income.

Turn2Us [[www.turn2us.org.uk](http://www.turn2us.org.uk)] have a user-friendly search system where you can search for grants you may be eligible for. You can also set up a free account with them and make online enquiries through their system.

### FUEL BILLS

If you are struggling to pay your gas and electricity bills, there is support available. There are emergency voucher schemes, to help you top up, and repayments schemes if you have fallen behind with bills. You can get support from WHAM (Warmer Homes, Advice, and Money) - a partnership project in Bristol and Somerset to help reduce fuel poverty. For free, impartial, energy-saving advice, contact Centre for Sustainable Energy's freephone number 0800 082 2234.

### WATER BILLS

If you're a customer of Bristol and Wessex Water and are in financial difficulty, you can apply for a reduced rate. On their Restart scheme, if you have built up arrears and you keep to the agreed repayment for two years, they will write off the remaining debt.

You'll need to seek advice from a money advice agency who can help you prepare a budget of your income and expenditure. (see p.27)



# EMPLOYMENT

## WHERE TO GET HELP ↓

In addition to the guidance below, if you want more specific advice about employment, help accessing the schemes below, or legal advice, contact:

**Bristol Law Centre** - 0117 924 8662

**Citizens Advice Bristol** - 03444 111 444

**St Paul's Advice Centre** - 0117 9552981

## SUPPORT TO FIND WORK

One way you can find support if you are looking for work is through the **Ways2Work** website [[ways2work.org.uk](https://ways2work.org.uk)]. There are job vacancies advertised here alongside a number of different courses.

There are also a number of job seeking resources that focus on employment, skills and learning [[ways2work.org.uk/jobseeking-resources-where-to-next/](https://ways2work.org.uk/jobseeking-resources-where-to-next/)].

If you are expecting a child, or are a parent of a child under five you can get support starting, or returning for work from Bristol City Council. [[bristol.gov.uk/schools-learning-early-years/help-for-parents-returning-to-work](https://bristol.gov.uk/schools-learning-early-years/help-for-parents-returning-to-work)]

## FURLOUGHING

The furlough scheme that the Government has put in place due to COVID-19 allows employers to claim up to 80% of their employees wages up to a monthly cap of £2,500 if they are unable to currently operate or have no work for you.

If you lost your job on or after the 28th of February 2020 your employer may be able to re-employ you, and then furlough you so you are on temporary leave. As an employee, you cannot apply for the scheme yourself, so must be in agreement with your employer. To check your eligibility, and for more information, please see the **Government guidance**.

[[gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme](https://gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme)]

### Working elsewhere when furloughed

You can get a job elsewhere whilst you are furloughed, if your current contract allows this - you may need to check with your employer. If you get a new job whilst furloughed you must ensure that you can go back to work for the employer who furloughed you when they need you, and that when given a starter checklist at your new job, you complete Statement C.

### Furlough Pay

There are a number of steps you can take if you have problems getting your furlough pay, or you think you have been paid the wrong amount. **Citizens Advice** provide a comprehensive breakdown of these different steps.

[[citizensadvice.org.uk/work/coronavirus-if-you-have-problems-getting-your-furlough-pay](https://citizensadvice.org.uk/work/coronavirus-if-you-have-problems-getting-your-furlough-pay)]

## SELF-EMPLOYED GRANT

If you're self-employed or a member of a partnership and have been affected by Covid-19, you may be eligible to the government self-employment income support scheme. More information about the scheme and how to apply for a grant here: [gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme](https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme)

## STATUTORY SICK PAY

If you are an employee who is unable to work due to illness, isolating or shielding, you may be entitled to statutory sick pay (a weekly payment of £95.85). The maximum length of time you can claim SSP is 26 weeks. You should speak to your employer about this.

## DISCRIMINATION

If you have been treated unfairly or less favourably by an employer, public services, shops, retailers and other service providers, education providers, or when renting, this may be discrimination. This includes issues resulting from Covid-19.

You are protected from discrimination by law if you have one or more of the following protected characteristics: sex; age; gender reassignment; being married/in a civil partnership; being pregnant or on maternity leave; disability; race; religion/belief or lack of religion/belief; sexual orientation.

Bristol Law Centre can advise anyone who feels they have experience discrimination.

## OTHER LEGAL ADVICE

**Stephensons** [[www.stephensons.co.uk/site/individuals](https://www.stephensons.co.uk/site/individuals)] provide up to date advice as a worker/employee on: dismissal, discrimination at work, redundancy, transfer to new company, pay and wages, contract issues, and settlement agreements.

**Bristol Law Centre** has a dedicated employment advice line every Tuesday 0117 924 8662 and can also be contacted and will call you back whether you need employment advice in relation to furloughing, maternity and family-friendly rights or sick leave, we are here to help."

# IMMIGRATION

## WHERE TO GET HELP ↓

In addition to the guidance below, if you want more specific immigration advice, contact:

St Paul's Advice Centre - 0117 9552981

Citizens Advice Bristol - 03444 111 444

Bristol Law Centre - 0117 924 8662

You may have difficulty claiming benefits or homelessness assistance if your immigration status gives you 'no recourse to public funds'. This would be stated on your settlement ID.

You can apply to have this condition removed if a change of circumstances has left you or your family unable to afford basic necessities such as food and housing here:

[gov.uk/government/publications/application-for-change-of-conditions-of-leave-to-allow-access-to-public-funds-if-your-circumstances-change](https://www.gov.uk/government/publications/application-for-change-of-conditions-of-leave-to-allow-access-to-public-funds-if-your-circumstances-change)

We recommend you seek immigration advice to assist you with this application if possible.

If it takes over two weeks for the Home Office to respond to your application we recommend you contact your MP who can speak to the Home Office on your behalf. Check who your MP is here: [members.parliament.uk/FindYourMP](https://members.parliament.uk/FindYourMP)

## EU Settlement Scheme (EUSS)

If you are an EU citizen or EEA national, you need to apply to the EU Settlement Scheme (EUSS) before 30th June 2021 to continue living in the UK after Brexit. The application is free and you can read more about it and apply here:

[www.gov.uk/settled-status-eu-citizens-families](https://www.gov.uk/settled-status-eu-citizens-families)

The EUSS allows you to get the immigration status you will need to continue living, working and studying in the UK. This 'settled status' means that you will continue to be eligible for

- NHS services
- Benefit entitlements and pensions

Bristol Law Centre offers **FREE specialist advice to applicants** living anywhere in **South West England or South Wales to the EUSS (EU Settlement Scheme)**. The scheme is open to EU, EEA and Swiss nationals and/or family members making a EUSS application. It is vital to make this application as soon as possible. Depending on your circumstances, the deadline to secure your rights under the scheme is **either 31 December 2020 or 30 June 2021**.

Bristol Law Centre run a phone advice line for any issues relating to immigration (including EUSS applications) **every Wednesday 3pm-5pm at 01179167735**.

# FOOD PROVISION

## WHERE TO GET HELP ↓

In addition to the guidance below, if you want more specific food provision advice, contact:

**We Are Bristol support line** - 0800 694 0184

## HELP IF YOU CANNOT AFFORD TO BUY FOOD

To find out if you can be referred for support from a food bank, a food club, or for information on voluntary groups offering support with food during a financial crisis call We Are Bristol support line on: 0800 694 0184.

If your child was eligible for free school meals, or you think they may be eligible now, contact their school to see if they are offering free school meal vouchers.

## HELP IF YOU ARE CURRENTLY SHIELDING, VULNERABLE OR SELF ISOLATING

If you are currently shielding due to being vulnerable to COVID-19, or self isolating and unable to go out to shop for food, contact We Are Bristol support line on 0800 694 0184.

You can also register to get additional support if you are extremely vulnerable to COVID-19. [[gov.uk/coronavirus-extremely-vulnerable](https://www.gov.uk/coronavirus-extremely-vulnerable).] ACORN are also providing a community support service (see below).

## OTHER OPTIONS

### Foodbanks

Foodbanks are still operating with an e-voucher and home delivery service. You can call 0808 2082138 for free (open Monday to Friday, 10am to 4pm). You'll confidentially talk to a trained Citizens Advice agent and, if needed, they'll issue you with a food bank voucher.

If you need to access emergency food parcels, advice agencies can also refer you, just contact your local advice agency on pX



### National Food Service

National Food Service Bristol are an organisation committed to making good food accessible to all. They provide deliveries of frozen meals for anyone who needs it anywhere in the city of Bristol.

The deliveries are free at the point of service, though donations are welcome and can be made through their website. Everyone is welcome to order and NFS Bristol does not means test.

A typical order consists of 3 frozen homemade meals and a pudding per person in your household, plus a loaf of bread. They cater for a wide range of dietary requirements including halal and meals with no-gluten-containing-ingredients.

To order you can call them on 0117 325 0450. You can call and leave a message any time. A volunteer will call you back between 10 and 6 to make your order. They currently deliver 6 days a week.

Find them online:

[nationalfoodservicebristol.uk](http://nationalfoodservicebristol.uk)

[nationalfoodservicebristol.uk](http://nationalfoodservicebristol.uk)



### ACORN Community Support

ACORN are a member-led campaigning organisation supporting & empowering low-income communities across the country. They are currently running a Coronavirus Support Scheme that matches people in need with volunteers who can do things such as shopping, collecting prescriptions, post etc.

To refer yourself for this support, the form is here -

[acortheunion.org.uk/corona](http://acortheunion.org.uk/corona)

# MENTAL HEALTH SUPPORT

If debt and/or your housing situation is causing you stress and impacting your wellbeing, you should seek support available. If you are registered with a GP, they will be able to offer you some guidance on accessing counselling and support. Here are some other useful resources:

**Money Saving Expert's** debt and mental health guide

[\[moneysavingexpert.com/credit-cards/mental-health-guide\]](http://moneysavingexpert.com/credit-cards/mental-health-guide)

**StepChange's** debt, stress, and mental health articles

[\[stepchange.org/partner-spotlight/debt-and-mental-health.aspx\]](http://stepchange.org/partner-spotlight/debt-and-mental-health.aspx)

**Bristol Mind** offer over the phone support with MindLine at 0808 808 0330 (Mon-Sun 7pm-11pm) and a useful list of resources [\[bristolmind.org.uk/mental-health-resources\]](http://bristolmind.org.uk/mental-health-resources)

**Off The Record** provide free and confidential counselling to people aged 11-25 in Bristol - they also have a number of different resources on their website [\[otrbristol.org.uk\]](http://otrbristol.org.uk)

# INDEX: ADVICE ORGANISATIONS

## CHAS BRISTOL



CHAS are community housing advice service and can provide **free, independent, and specialist** advice on housing-related matters to anyone in need in Bristol and the surrounding area.

If you need advice, call **0117 9351260**  
or email [advice@chasbristol.co.uk](mailto:advice@chasbristol.co.uk)  
[www.chasbristol.co.uk](http://www.chasbristol.co.uk)

## 1625 INDEPENDENT PEOPLE



If you are 16-21 years old and homeless or at risk of homelessness in Bristol, 1625 Independent People can provide housing advice service and wider support at Bristol Youth MAPS service. If you are 22-24 years old you can still access support if you have certain support needs.

For regular updates, please visit their website - [1625ip.co.uk/What-We-Do/Bristol-Youth-MAPS.aspx](http://1625ip.co.uk/What-We-Do/Bristol-Youth-MAPS.aspx)

If you need housing advice or want to access support, call **0117 332 7111** or email at [bristol youth maps@1625ip.co.uk](mailto:bristol youth maps@1625ip.co.uk)

## SHELTER BRISTOL



Shelter Bristol can provide expert housing advice and a legal aid service.

If you need advice in these areas, call **0344 515 1430** (9am-5pm)  
[england.shelter.org.uk/get\\_help/local\\_services/bristol](http://england.shelter.org.uk/get_help/local_services/bristol)

Shelter Bristol's #HomeTruths campaign for change is asking for people to share their voice on the housing problems they are facing. To share your voice, there is a short survey here - [research.net/r/hometruthsbristol](http://research.net/r/hometruthsbristol)

## BRISTOL LAW CENTRE



Bristol Law Centre are legal specialists in employment, benefits, immigration, mental health, and discrimination.

They can provide advice over the phone and offer phone appointments. If you need advice in these areas, call **0117 924 8662** (10am-4pm Mon-Fri) or email at [mail@bristollawcentre.org.uk](mailto:mail@bristollawcentre.org.uk)  
[bristollawcentre.org.uk](http://bristollawcentre.org.uk)

## CITIZENS ADVICE BRISTOL



Citizens Advice Bristol specialise in housing, disability, money advice, welfare benefits, legal rota, and employment.

If you need advice in these areas, call **03444 111 444** (Mon-Fri 9.30 am-3 pm).

[www.bristolcab.org.uk](http://www.bristolcab.org.uk)

## TALKING MONEY



Talking Money can provide specialist debt advice to individuals and their families. This includes energy debt and efficiency advice, benefits and income maximisation advice.

If you need advice in these areas, call **0117 954 3990** (Mon - Fri 09.30-17.00)

[talkingmoney.org.uk](http://talkingmoney.org.uk)

## ST PAUL'S ADVICE CENTRE



St Paul's Advice Centre specialise in housing, debt, welfare, immigration, employment, and much more.

Offer free advice sessions over the phone.

Please call **0117 9552981** (10am-4pm Mon-Fri) or email [enquiry@stpaulsadvic.org.uk](mailto:enquiry@stpaulsadvic.org.uk).  
[stpaulsadvic.org.uk](http://stpaulsadvic.org.uk)

## NORTH BRISTOL ADVICE CENTRE



North Bristol Advice Centre specialise in debt and welfare benefits for people in North Bristol and Gloucestershire.

If you live in North Bristol or Gloucester and need advice in these areas call **07731 842 763/ 07595 047 278**; or email at [team@northbristoladvice.org.uk](mailto:team@northbristoladvice.org.uk); or get in touch via their online referral form.

[northbristoladvice.org.uk](http://northbristoladvice.org.uk)

## SOUTH BRISTOL ADVICE SERVICES



South Bristol Advice Services offer general and specialist advice for the South Bristol Community.

If you live in South Bristol and need advice on debt call **0117 9038358**, for welfare benefits call **0117 9851122** or email [admin@southbristoladvice.org.uk](mailto:admin@southbristoladvice.org.uk)  
[southbristoladvice.org.uk](http://southbristoladvice.org.uk)

# WHERE TO GET HELP

## HOUSING

If you want advice with any housing issue, contact:

**CHAS Bristol** - 0117 9351260

**Shelter Bristol** - 0344 515 1430

**Bristol Law Centre** - 0117 924 8662

**1625 Independent People\*** - 0117 332 7111

\*Offers support for those aged 16-21. If you're aged 22-24, you can only access support if you have certain support needs.

## FINANCES

If you want money or benefits advice, contact:

**Talking Money** - 0117 954 3990

**Bristol Law Centre** - 0117 924 8662

**Citizens Advice Bristol** - 03444 111 444

**St Paul's Advice Centre** - 0117 9552981

**North Bristol Advice Services** - 07731842763  
and 07595047278

**South Bristol Advice Services** - 0117 9038358\*  
and 0117 9851122\*\*

\*For debt advice, \*\*For welfare benefits advice

## EMPLOYMENT

If you want advice about employment, or legal advice, contact:

**Bristol Law Centre** - 0117 924 8662

**Citizens Advice Bristol** - 03444 111 444

**St Paul's Advice Centre** - 0117 9552981

## IMMIGRATION

If you want any advice around immigration, contact:

**St Paul's Advice Centre** - 0117 9552981

**Citizens Advice Bristol** - 03444 111 444

**Bristol Law Centre** - 0117 924 8662

## FOOD PROVISION

To find out where you can access food, contact:

**We Are Bristol support line** - 0800 694 0184

# #BRISTOL CARES

This resource is free at the point of delivery and we want to keep it that way. The collection, collation and verification of information is done by Caring in Bristol who rely on public donations to support this work. We are therefore asking organisations who can afford to do so, to make a donation towards the cost of producing this essential handbook:

[caringinbristol.co.uk/donate](https://caringinbristol.co.uk/donate)



EMERGENCY COVID-19

# HOUSING SUPPORT HANDBOOK

By Caring in Bristol, CHAS & ACFA

