



# Welfare Benefits Advice



# What services do we offer?

- Check that residents are claiming all the benefits they are entitled to

We can help with income calculations to make sure you are claiming all the different types of benefits you are entitled to

- Assist with new benefit applications and change of circumstance notifications
- Provide advice on changes to benefits

This includes Universal Credit, Personal Independence Payments (PIP), Employment and Support Allowance (ESA) and Pension Credit

- Advice regarding the Benefit Cap
- Mandatory Reconsideration (applications for when benefits are stopped or changed)
- Benefit decision appeals
- Advice regarding Carers Allowance and Attendance Allowance
- Signposting for help with debt problems and money advice

# How to contact our Welfare Benefits Officer:

## Email:

welfarebenefits@ccht.org.uk

We will aim to respond within 2 working days

## Telehpone:

020 7922 5300

Select 'option 1' from the provided prompts

## Come along to one of our monthly Rent Surgeries at:

- Ada Court,  
10 - 16 Maida Vale, Westminster, W9 1TD
- Edna House,  
Norfolk Square, Paddington, W2 1RY
- Oldfield Estate,  
54 Fitzroy Road, Primrose Hill, NW1 8UA
- Philip House,  
Mortimer Place, NW6 5PB
- Vivian Court,  
128 - 134 Maida Vale, Maida Valer, W8 1PZ

Please contact us or your Service Officer for further details.

## Useful links:

### Age UK

0800 678 1602  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

### Allpay

[www.allpay.net](http://www.allpay.net)

### Benefit Calculator

[benefits-calculator.turn2us.org.uk](http://benefits-calculator.turn2us.org.uk)

### Citizens Advice

03444 111 444  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Money Advice Service

0800 138 7777  
[www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

### Money Saving Expert

[www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

### National Debtline

0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

### Paypoint

[paypoint.com](http://paypoint.com)

### Shelter Homeless Charity

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

### Step Change

0800 138 1111  
[www.stepchange.org](http://www.stepchange.org)

### Stop Loan Sharks

0300 555 2222  
[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

### Contact us:

020 7922 5300  
[welfarebenefits@ccht.org.uk](mailto:welfarebenefits@ccht.org.uk)