

# Need advice and support?

Salix Homes is always here to listen and assist wherever possible, so if you are finding it difficult to pay rent and other bills (such as gas and electric) during these difficult times we may be able to help.



Please call us on our  
freephone telephone number  
**0800 218 2000.**

There are several local organisations and national charities who also offer free independent advice and support to help customers across a range of issues and problems.

Do you need this in another language?



العربية čeština فارسی français كوردی polski ភ្នំពេញ

**0800 218 2000**

salix h:mes

live • grow • thrive • together

# Local Organisations and National Charities.

## Salford Council

Your local authority offers a wide range of services and may be able to provide further advice on housing, benefits and legal support.

**Main switchboard 0161 793 2500**

## Housing Advice and Support Services Team

Swinton Gateway, 100 Chorley Road, Swinton, M27 6BP  
[www.salford.gov.uk/housing/housing-advice-and-support](http://www.salford.gov.uk/housing/housing-advice-and-support)

## Salford Direct Housing Benefit Advice Line

[www.salford.gov.uk/benefits](http://www.salford.gov.uk/benefits)

## Community, Health and Social Care

Swinton Gateway, 100 Chorley Road, Swinton, M27 6BP  
[www.salford.gov.uk/health-and-social-care](http://www.salford.gov.uk/health-and-social-care)

## Welfare Rights and Debt Advice Service

The debt advice service provides advice for people who have complex/priority debts or a need for debt related court representation. The service does not offer more general budgeting support.

[www.salford.gov.uk/welfareanddebt](http://www.salford.gov.uk/welfareanddebt)

**Welfare rights advice line - 0800 345 7375. Monday to Friday between 10am and 12pm (midday) apart from bank holidays.**

**Debt advice line - 0800 345 7323. Mondays and Wednesdays between 1pm and 4pm and on Fridays between 9:30am and 12:30pm apart from bank holidays.**

## If you have any debts a national agency can advise you including:

### MoneyHelper Advice Service

Aims to help make your money and pension choices clearer, with impartial guidance that is backed by the government and to recommend further, trusted support if you need it.

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

### StepChange Debt Charity

Free expert debt advice and money guidance.

[www.stepchange.org](http://www.stepchange.org)

**Main helpline number 0800 138 1111**

### BetterOff Salford

For people who live in the Salford area and who may be eligible to claim benefits and/or need some support to get a job.

[www.salford.betteroff.org.uk](http://www.salford.betteroff.org.uk)

### Citizens Advice Salford

Provides free, confidential and impartial advice to residents of Salford.

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

**Freephone 08082787802 Monday to Friday, 9am – 4pm**

### Evenings and weekend service

**Call or SMS to 0161 850 5053 from 6pm - 9pm, seven days a week.**

### Age UK Salford

Age UK Salford is an independent local charity that has been working in the community to help older people for over 40 years.

Main office is 108 Church Street, Eccles, M30 0LH

[www.ageuk.org.uk/salford](http://www.ageuk.org.uk/salford)

**Telephone: 0161 788 7300**

### Salford Credit Union

A credit union can help you to start saving and access affordable loans.

[www.salfordcreditunion.com](http://www.salfordcreditunion.com)

**Telephone: 0161 686 5880**

**Phones open 10am to 12pm Monday to Friday.**

### National Debtline

This is a debt advice charity run by the Money Advice Trust. It is a free and confidential service and its experts have helped millions of people deal with their debts.

[www.nationaldebtline.org](http://www.nationaldebtline.org)

**Freephone 0808 808 4000**

### Shelter

If you have a housing-related problem, Shelter, the housing and homelessness charity, can help you understand your rights and get the support you need.

[england.shelter.org.uk/get\\_help/local\\_services/manchester](http://england.shelter.org.uk/get_help/local_services/manchester)

**Contact for free advice on 03301 755 121 or**

**email: [manchester@shelter.org.uk](mailto:manchester@shelter.org.uk)**