

Do you need advice and support?

Salix Homes is here to listen and assist. If you are finding it difficult to pay rent we will be able to help.



Speak to a member of our team
by calling our freephone
telephone number

0800 218 2000

or by emailing us at

Salix.IncomeManagement@salixhomes.co.uk

There are several local organisations and national charities who also offer free independent advice and support across a range of issues and problems. We can refer you for additional support.

salix h:mes



Scan the QR code to visit our website for support with local resources, practical help on cost of living, and advice on benefits, energy costs, and more.

Do you need help
reading this information?



العربية čeština فارسی français كوردی polski ភាសាខ្មែរ

Follow the QR code link to our **Recite me** tool. You can translate into your preferred language and use other accessibility tools, including large text, screen reader and audio file. Alternatively, call us on **0800 218 2000**.



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

Salford Direct Housing Benefit Advice Line

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

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/welfarerights

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.

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.

salford.betteroff.org.uk/#/home

Citizens Advice Salford

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

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

Telephone: 0161 788 7300

Salford Credit Union

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

www.salfordcreditunion.com

Telephone: 0161 686 5880

Phones open 10am to 12pm Monday to Friday.

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

StepChange Debt Charity

Free expert debt advice and money guidance.

www.stepchange.org

Main helpline number 0800 138 1111

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

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

Contact for free advice on 03301 755 121