

Housing benefits

If you are retired contact the **Pension Service**
Telephone: 0800 99 1234
Monday to Friday, 8am to 8pm
Saturday, 9am to 1pm

If you are **employed or unemployed**,
apply on line at
<http://www.birmingham.gov.uk/housingbenefit>

Note that if you are receiving Universal Benefit you cannot also claim for housing benefit.

Shelter in Birmingham

4th Floor
Gateway House
50-53 High Street
Birmingham
B4 7SY

Open: 9- 5.30pm Mon-Fri
Phone: 0344 515 1800
Website
<http://www.shelter.org.uk>

Age UK in Birmingham

55 Alcester Road South
Birmingham
B14 7JG
Phone: 0121 437 0033
Website
<http://www.ageuk.org.uk/birmingham/>



**WHERE TO
GET ADVICE
ABOUT YOUR
RENT OR
TENANCY**

*Moor Pool Residents
Association 2015*

<http://www.moorpool.com>

If you have a problem with your rent or tenancy you should talk to your landlord first and see if the problem can be resolved. If it cannot be resolved, there are many sources of help available. This leaflet will help you to find out more.

Birmingham City Council

Northfield Customer Service Centre (including housing advice service)

1a Vineyard Road
Northfield, Birmingham
B31 1PG

Phone: 0121 216 3030

Open 9-4.30 Mon-Wed; 9-1
Thurs; 9 – 4.15 Fri.

You Gov

<https://www.gov.uk/private-renting>

This website provides a lot of information about

- Your rights and responsibilities as a tenant.
- Your landlord's responsibilities.
- What you can do if you get behind with rental payments.
- How to handle rent increases.

Internet access is available free at Harborne Library

Citizens Advice Bureau Birmingham

Gazette Buildings,
168 Corporation Street,
Birmingham, West Midlands B4 6TF

Open 9-4, Mon, Thurs, Fri
Phone: 0844 477 1010

Telephone Advice Line:
03444 77 1010
9.30am to 4.30pm - Mon to Fri -
Call

Website
<http://www.adviceguide.org.uk/england.htm>

