

Managing money

আপনার ট্রাকাপয়সা ঠিকমত নিয়ন্ত্রণ করা
管理你的金錢

तमारा पैसानो वडीवट करवो

Zarządzanie pieniędzmi

اپنے پیسے کا انتظام چلانا

RESIDENT
APPROVED



The Government Standard

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Help we can give you

We understand that paying your rent or service charge may be part of a wider problem. To help you, we work in partnership with other agencies to provide a full debt-counselling service. This includes:

- referring you, with your permission, to a partner agency within 1 working day of finding that you would benefit from wider debt counselling or of you requesting this
- doing our best to ensure that debt-counselling partner agencies contact you within 3 working

days (1 working day if urgent) to agree a convenient time to meet

- working closely with those partner agencies to agree realistic repayment plans.

Money lending

We work with the Southwest Illegal Money Lending Team to support its work against unlicensed money lending. If you need to borrow money, check that the loan company is registered with the Financial Services Authority before you sign an agreement.

We can also refer you to a local Credit Union who can help you save money and offer you a low cost loan.

Fighting food poverty

We are committed to building sustainable and healthy communities. We work with partner agencies to ensure that our residents can get advice and services to help improve quality of life.

Food poverty is becoming more common and we will support any action to ensure our residents don't suffer from it.

With ever-rising food and fuel costs, it's more important than ever to be able to make your money stretch further.

You could save money on your weekly shop by comparing the prices of 4 of the major supermarkets at www.mysupermarket.co.uk



Gloucester Food Bank can provide temporary, emergency support if you can't buy food. You can get food vouchers which you can exchange for a 3 day emergency food parcel, through care workers, social services or churches.

Contact:

Gloucester Foodbank
George Whitefield Centre
107 Great Western Road
Gloucester
GL1 3NF
01452 309683
www.food-bank.org.uk

Improving energy efficiency in your home

We work with the Severn Wye Energy Agency to improve the energy efficiency of the homes we manage.

They have helped us develop our Energy Efficiency Strategy. When we are improving our homes we aim to make them more energy efficient to help reduce global warming and cut your fuel bills.

Advice from other agencies

The national and local agencies listed below can help you boost your income and manage your debts. For more information please contact them or ask us to refer you to them.

- Gloucester City Council. For advice on Housing and Council Tax Benefits, discounts and exemptions phone: 01452 396483 or visit www.gloucester.gov.uk/benefits

- Work and benefits
 - For advice on work phone: 0845 604 3719 or visit www.direct.gov.uk
 - For advice on benefits if you are out of work phone: 0800 023 4888 or visit www.direct.gov.uk
 - For advice on child support phone: 08457 133133 or visit www.csa.gov.uk
 - For advice on pensions phone: 0800 99 1234 or visit www.direct.gov.uk
- For advice on tax credits phone: 0845 300 3900 or visit www.direct.gov.uk
- National Debtline. For advice on debts phone: 0808 808 4000 or visit www.nationaldebtline.co.uk
- Gloucester Citizen's Advice Bureau. For a range of advice on housing, debt, benefits phone: 01452 527202 or visit www.gloucestercab.org.uk
- Gloucester Law Centre. For a range of legal advice tel: 01452 423492 or visit www.gloucesterlawcentre.co.uk
- Shelter's Gloucestershire Housing Aid Centre. For help with housing advice telephone: 0344 515 1286 or visit www.shelter.org.uk
- Online benefit, pensions and tax calculator visit www.direct.gov.uk
- The Financial Services Authority, phone 0300 500 5000 www.money.made.clear.fsa.co.uk
- Southwest Illegal Money Lending Team phone 0300 1234 247.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu