



Advice and Support

Melville's Welfare Benefits Advice service can give you help on a range of state welfare benefits and is free and confidential for Melville tenants.

1. Welfare Benefits Advice

The accredited Welfare Benefits Advice service offers:

- Information and advice on a range of welfare benefits
- Help understanding forms and letters about your benefits
- Help completing benefit applications
- Help writing letters about benefits

2. Money Advice and Tenancy Support

Melville's Money Advice and Tenancy Support services are provided by the Community Help and Advice Initiative (CHAI). CHAI provides free, high quality support and advice to Melville tenants.

Money Advice can help:

- Work out how much debt you have
- Negotiate with your creditors on your behalf
- Draw up a budget
- Give on-going help and support

Tenancy Support can help you live comfortably in your home, helping with:

- Finding furniture
- Exploring work and training
- Reporting repairs
- Accessing other services

For more information please visit www.chaiedinburgh.org.uk.

3. Carers

VOCAL (Voice of Carers Across Lothian) works in partnership with other local carers organisations. VOCAL supports carers in all family or relationship settings.

Services include information, advice and emotional support, training, advocacy, counselling and group work.

VOCAL is open Monday - Friday, 9am - 5pm (late opening until 8pm on Tuesday and Wednesday)

For support email midlothian@vocal.org.uk or call 0131 663 6869.

If you are outside Edinburgh and the Lothians, please contact your local carers centre.



4. Energy Advice

Changeworks can be contacted for free advice on 0131 555 4010 and can help tenants to:

- Reduce energy costs
- Deal more effectively with suppliers, secure the best tariffs, payment methods, discounts and additional supplier services, and resolve incorrect bills
- Improve energy efficiency at home with useful help and advice, including how to get the most from heating systems and controls

5. Citrus Energy

Citrus Energy can help by offering free assistance to find the best energy deals available and help you switch to the most cost-effective provider.

Citrus Energy can be contacted on 0800 221 8089.

6. Foodbanks

Foodbanks provide emergency food and support to people in crisis.

7. DWP Benefits, including Universal Credit

Please contact your local Jobcentre Plus or visit www.gov.uk. General advice is also available from our Welfare Benefit Advisers who can be contacted on 0131 654 2733 (option 4).

8. Local Authority Benefits

For Housing Benefit, Council Tax Reduction and Scottish Welfare Fund, please contact your local council.

For more information on any of the above, please contact Housing Services on 0131 654 2733 (option 4).

