

Advice Sources

Useful sources of advice across Belfast.

- **Belfast Unemployed Resource Centre, 45-47 Donegall Street, Belfast, BT1 2FG**
Aims to provide support, education/training and facilities to the unemployed and other groups suffering from social and economic disadvantage. **Tel: 028 9096 1111. www.burc.org**
- **Consumer Advice Centre, 4-10 Linenhall Street, Belfast, BT2 8BP**
Provides specialist advice on a variety of consumer issues such as: cars, electrical goods, clothing, shoes, fitted kitchens, and mobile phones etc and advise on complaints about services such as those provided by tradesmen, opticians, hairdressers and utility providers.
Tel: 028 9027 0525. Email: consumeradvice@belfastcity.gov.uk
- **Consumer Council for Northern Ireland**
Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN
An independent consumer organisation, working to bring about change to benefit Northern Ireland consumers. Their aim is to make the consumer voice heard and make it count. They have a statutory remit to promote and safeguard the interests of consumers in Northern Ireland and have specific functions in relation to energy, water, transport, postal services and food.
Tel: 028 9025 1600. Email: info@consumercouncil.org.uk
- **Belfast Citywide Tribunal Service**
Represents clients who wish to appeal Social Security Agency (SSA) decisions on benefits, including Employment Support Allowance, Disability Living Allowance, Personal Independent Payment and Universal Credit. It enables clients to challenge decisions, assisting them through the process and representing them in both an appeal and tribunal setting.
Tel: 028 9039 1765. www.belfastcity.gov.uk
- **Homelessness - Northern Ireland Housing Executive (NIHE)**
The Housing Executive is the organisation that is legally responsible for helping homeless people and preventing homelessness in Northern Ireland.

Homelessness does not just describe people sleeping on the streets. It can happen to anyone, for any number of reasons. Even if you have a roof over your head, you may still be homeless. If you are homeless, or think you are at risk of becoming homeless, you should contact the NIHE as soon as possible on **Tel: 034 4892 0900**

The Regional Emergency Social Work Service (RESWS) provides an emergency out of hours service on Tel: 028 9504 9999



**Making life better,
together**
Belfast Strategic Partnership

Focusing on Life Inequalities

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○ **Housing Rights Service**

Provides specialist independent housing advice on a range of issues such as homelessness, mortgage or rent arrears, problems with social and private rented tenancies. The charity also offers free court representation for people facing eviction due to mortgage or rent arrears. Housing Rights operates a daily advice line that is open from 9.30am-1.30pm Monday to Friday.

Tel: 028 9024 5640. www.housingrights.org.uk

○ **'Make the Call'** is run by the Social Security Agency. An adviser will assess your potential entitlement to a wide range of benefits, services and support.

Tel: 0800 232 1271. Textphone: 0800 232 1715

Lines open Monday to Friday, 9am to 5pm

To request a call back **Text: CHECK to 66101. www.nidirect.gov.uk**

○ **The Money Advice Service**

Provides free money advice for consumers in the United Kingdom. The service gives advice to enable people to take the right financial decisions. Their website has a number of calculators, tools and resources to help with money management.

Tel: 0300 500 5000. www.moneyadviceservice.org.uk/en

○ **Debt Action NI**

Offer free, confidential and independent debt and money advice and is managed by Advice NI.

Tel: 0800 917 4607. www.debtaction-ni.net

○ **NI Direct Crisis Loan**

If you need financial help with an emergency or disaster you may be able to get a Crisis Loan.

Tel: 080 0028 8822. www.nidirect.gov.uk/crisis-loans