

HMRI and The Citizens Advice Bureau

Priority Access to advice on debt and/or housing

A service is now available to households and individuals affected by the Housing Market Renewal Initiative for free, independent, impartial and confidential advice regarding housing and debt issues.

Households and individuals can get priority access to Wirral Citizens Advice Bureau for advice and assistance on:

- Homelessness
- Evictions
- Temporary accommodation and referrals
- Security of tenure - succession, assignment, private and public sector possession and repossession orders
- Tenancy agreements
- Rent arrears, rent tribunals and the implications for different tenures
- Mortgage and/or secured loan arrears
- Disrepair - private and public tenancies
- Environmental protection
- Neighbourhood disputes and anti-social behaviour issues
- Repairs
- Housing Benefit entitlement
- Local Housing Allowance
- Debts - including secured and unsecured loans, Council Tax, utility debts, credit cards, catalogue, hire purchase
- Bankruptcy, administration orders, Individual Voluntary Arrangements (IVA), write-offs
- Court proceedings for housing or debt related issues.



Households and individuals affected by Housing Market Renewal will be awarded priority status if they ask to be referred to Wirral CAB by the Homemovers Service or their Registered Social Landlord (where applicable). Alternatively, they may contact the CAB directly about any of the above issues on 0151 346 8765. Please ask for Lindsay or Deryn and say you are calling regarding the HMRI advice scheme.

Advice and assistance on any other subject can also be obtained by calling CAB general advice line on 0844 477 2121 between 10am and 4pm Monday - Friday, or calling into any of the bureau offices during the hours listed over the page.

Wirral CAB is committed to providing free, independent, impartial and confidential advice to all. Anyone contacting the CAB for advice on any subject can do so in the confidence that no third party will be contacted without his or her express permission.

The CAB also has an online advice service at: www.adviceguide.org.uk

Contact Details

HMRI Advice Scheme Lindsay or Deryn (Wallasey based)
Tel: 0151 346 8765

General Advice Wirral Citizens Advice
tel: 0844 477 2121
www.adviceguide.org.uk

Wirral CAB office opening times for drop in advice

Arrowe Park Hospital Mon: 1pm - 4pm
Tues: 10am - 4pm
Wed: 10am - 4pm
Thur: closed
Fri: closed

Birkenhead Mon: 9.30am - 3.30pm
50 Argyle Street Tues: 9.30am - 3.30pm
Wed: closed
Thur: closed
Fri: 9.30am - 3.30pm

Heswall Mon: 10am - 4pm
Rocky Lane Tues: 10am - 4pm
Wed: 1pm - 4pm
Thur: 1pm - 4pm
Fri: 10am - 1pm

New Ferry Mon: closed
57 New Chester Road Tues: 9.30am - 3.15pm
Wed: 9.30am - 3.15pm
Thur: 9.30am - 3.15pm
Fri: closed

Wallasey Mon: 9.30am - 2.30pm
237-243 Liscard Road Tues: closed
Wed: 9.30am - 2.30pm
Thur: 9.30am - 2.30pm
Fri: 9.30am - 2.30pm

West Kirby Mon: 10am - 4pm
1-3 Acacia Grove Tues: 10am - 4pm
Wed: 10am - 4pm
Thur: 10am - 4pm
Fri: 10am - 4pm

