

**Welfare  
Benefits  
Advice  
Service**



**This is a free and independent service** that we offer to all of our tenants as well as members of their households.

# Benefits Advice

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The service we provide includes:

- information and advice on a range of welfare benefits
- help understanding forms and letters about your benefits
- providing assistance with making benefit claims, writing letters etc
- helping prepare for and deal with reviews, reconsiderations and appeals about benefits
- helping you get basic computer skills training
- helping you get information about efficient use of fuel and food

## **Can I use the service?**

You can if you are a Melville tenant, or live in the home of a Melville tenant.

## **Welfare benefit changes**

Welfare benefits are changing. We will provide regular updates about these changes through our Voice newsletter, on [www.melville.org.uk](http://www.melville.org.uk) and through our Facebook page.



## What type of benefits can you help with?

We can help with:

- Universal Credit
- Housing Benefit
- Council Tax Reduction and Discounts
- Attendance Allowance
- Personal Independence Payment
- Employment and Support Allowance
- Carers Benefits
- Income Support
- Tax Credits

## When are the Welfare Advisers available?

Our Welfare Benefits Advisers, Jacquie Mather and Andrew Collinge, are available every day during office hours. It is, however, best to phone and make an appointment.

## How can I get in touch?

You can contact our Welfare Advisers in the following ways:

	Telephone	email
Jacquie	0131 561 6481	<a href="mailto:jmather@melville.org.uk">jmather@melville.org.uk</a>
Andrew	0131 561 6482	<a href="mailto:acollinge@melville.org.uk">acollinge@melville.org.uk</a>

Or by writing to them at the address on the back page of this leaflet.

If you would like to see an adviser, please phone for an appointment. Appointments can be held in our office or in your own home if you prefer. At your appointment please provide proof of any savings and income you already have.



INVESTORS  
IN PEOPLE

## Outside help and advice

If you would like to get further advice about welfare benefits, independent from Melville Housing, you can contact a range of Midlothian advice agencies including:

### Dalkeith Citizens Advice

8 Buccleuch Street

Dalkeith

EH22 1HA

t: 0131 663 3688

### Penicuik Citizens Advice

14a John Street

Penicuik

EH26 8AB

t: 01968 675 259

### Welfare Rights Service

t: 0131 271 3674

If you live outside Midlothian you may want to contact your local Citizens Advice Bureau, or local Money Advice Centre.

## Making a complaint

If you are unhappy with any part of our service please let us know so that we can try to put it right. If, having spoken to us, you are still dissatisfied, you have the right to contact the Scottish Public Services Ombudsman within 12 months of the problem first arising. You can contact the Ombudsman at:

Scottish Public Services Ombudsman

Freepost SPSO T:0800 377 7330 • [ask@spso.org.uk](mailto:ask@spso.org.uk)

## Get in touch

Please let us know if you would like this leaflet in large print, as an audio CD or in a language other than English. Contact us at:

The Corn Exchange

200 High Street

Dalkeith

Midlothian | EH22 1AZ

T: 0131 654 2733

F: 0131 663 8855

[info@melville.org.uk](mailto:info@melville.org.uk)

[www.melville.org.uk](http://www.melville.org.uk)

