



How to get our advice

Bournemouth Housing Advice Service

operates at Shelter's advice centre in Poole Hill, central Bournemouth (see back page for details).

Opening hours at the centre

9am–5pm

Monday–Friday

Phone us on **0344 515 1400** or simply turn up at the centre to make your appointment for advice.

We also run our advice sessions at other venues in Bournemouth, so please call us to find out if there's one near you.

Outside opening hours you can get advice online by visiting **shelter.org.uk** or by calling Shelter's free* housing advice helpline on **0808 800 4444**, 8am to 8pm, seven days a week.

*Some mobile phone networks may charge for calls to this number.

Contact details

Bournemouth Housing Advice Service
Shelter Dorset
Aegon House
30 Poole Hill
Bournemouth
BH2 5PS

Telephone: 0344 515 1400

Email: bournemouth@shelter.org.uk

*Community
Legal Service*



Shelter advice is awarded
the specialist level Community
Legal Service Quality Mark

shelter.org.uk

Registered charity in England and Wales (263710) and in Scotland (SC002327)



Housing problems to sort out?

Get free, expert help from **Bournemouth Housing Advice Service** at Shelter's advice centre.



Shelter

Who we can help

Whatever your household situation, housing or financial status – homeowner or renting, self-employed, working for someone or not at all – if you live in Bournemouth, this is a totally free service to help if you:

- are in housing need or homeless
- live in unsuitable accommodation
- have trouble with your tenancy
- are living in a state of disrepair
- have been illegally evicted or face eviction
- experience problems with housing benefit
- are at risk of becoming homeless
- have any other housing issue or related problem.





How we can help

With funding from Bournemouth Borough Council, the **Bournemouth Housing Advice Service** is an independent local service delivered by Shelter specialist advisers. It's:

- free of charge
- confidential
- impartial.

We will ask you for full details about your situation and you can let us know how you ideally want your problems resolved.

Shelter specialist housing advisers can:

- inform you of your rights
- advise you on your options
- advocate on your behalf
- liaise between you and other agencies.

We'll explain the law to you and let you know what options are open to you so you can decide what action to take or if you would like us to act for you. We also provide basic advice about finding accommodation in the area.

During the time we advise you or act on your behalf, we will keep you updated on any progress with your case.

What you can expect from us

Fair treatment

At Shelter we work within an environment of mutual respect and tolerance, where everyone is treated fairly and can feel safe and supported. Our service is equally available to all people and we welcome clients from all backgrounds.

If you do not speak English well, we can use interpreting services to translate the advice we give you into your own language.

Confidentiality and data protection

Shelter is an independent organisation. Information you give us is strictly confidential* and will not be shared with anyone without your full agreement. In line with the Data Protection Act 1998, we will keep your case details securely on file and you may request a copy of your records from us.

*We only refer details in exceptional circumstances, if there's a child at risk or vulnerable person.

Professionalism

Shelter has more than 40 years experience of housing and homelessness issues. Our advisers are highly trained and we work to a quality standard.

In order to monitor our service, we may ask you some questions about yourself. You do not have to answer these questions, but it will be helpful to us and to future service users if you do. We also welcome your comments, positive or negative. Please send your comment, compliments or a complaint you have, in writing to the Manager at the address on the back page.