

When you visit us, it's important that the adviser you speak to has as much information about your case as possible. If you don't bring the necessary paperwork with you, you may have to come back another time. This means it could take you longer to get the help you need.

The following gives you an idea of the kind of information it's useful for you to provide to our advisers. If you haven't got everything that's shown, don't worry - provide as much as you can.

**Problems with benefits:** e.g. all letters from government departments (i.e. DWP, Jobcentre, Pension Service or local authority); NI number, proof of income (wage slips, benefit letters, tax credits), bank statement, details of savings, tenancy/mortgage details.

**Welfare benefit check:** e.g. employment details (pay slip, P60), household income, child care costs, council tax bill, details of benefits currently receiving.

**Debt and money problems:** e.g. details of income (pay slip, benefit letters, tax credits), bank statement, details/statements of all those you owe and how much, loan agreements, any court papers, details of household expenditure

**Housing problems:** e.g. tenancy agreement/landlord correspondence, mortgage details, court papers, title deeds, proof of income

**Employment problems:** e.g. contract, details of any disciplinary, grievance or dismissal issues, letters from employer, staff handbook, employment tribunal applications, proof of income

**Family and personal issues:** e.g. any paperwork relating to the issue, court documents or legal agreements, divorce papers

**Consumer problems:** e.g. details of goods or services causing the problem, contract or credit agreement, relevant correspondence, proof of purchase

**Immigration or asylum problems:** Home Office correspondence, passport, visa or permit details, proof of income, NASS support

**Please arrive/be available by phone on time for your appointment and if you are unable to make it, please let us know.**