

Staying Put Services operates a confidentiality policy
A copy is available on request

We sometimes use case studies to demonstrate or publicise our work.

All cases remain anonymous. Personal client information is never used.

We will not discuss your case with anyone outside Staying Put Services unless we have your consent. We will never give information about you to anyone outside Staying Put Services without your consent.

Staying Put Services is working towards equality of opportunity and recognises that discrimination exists in many parts of our society. Staying Put Services finds discrimination or intimidation of any kind unacceptable.

Staying Put Services staff will treat clients with courtesy and respect.

We reserve the right to refuse to advise those who, after warning, continue to use abusive language or behaviour.

Staying Put

Staying Put Services works to prevent homelessness. It helps people who may be at risk of losing their home or who are having problems related to their housing. It also assists campaigns to tackle the root causes of homelessness.

Why not visit our website?
www.sbhg.co.uk/sps


origin HOUSING



Staying Put Services
Canalside House
383 Ladbroke Grove
London
W10 5AA

Advice service for residents of Origin Housing

provided by



**Please phone
020 8996 8900**


origin HOUSING

At Staying Put Services we will:

- Help you with housing and Council Tax benefit problems;
- Assist you to maximise your welfare benefits;
- Assist you to claim benefits you are entitled to which you are currently not claiming;
- Assist you in negotiations about overpayments with your local authority, the Department for Work and Pensions and HM Revenue and Customs;
- Help with any action being taken against you for Council Tax arrears; and
- Provide regular advice surgeries.

What can you expect from Staying Put Services

- Good quality information and advice.
- A polite and courteous welcome.
- A confidential service.
- Help with your case until it is completed, or you give us instructions to stop.
- If your case requires it, Staying Put Services' advisers may accompany you and represent you in court or at other hearings.

If you are not happy with any aspect of our service, you have a right to complain.

Please do not hesitate to ask for one of our complaint leaflets.

If you do not speak English as a first language, we have access to translators and will be happy to arrange one.

Advice line

Staying Put Services' advice line is:
020 8996 8900

Opening Hours

Calls will normally be answered 10.30am to 3pm, Monday to Friday

- Interviews by appointment only.
- If we cannot take your call, you can leave a message on our answerphone and we will return your call within one working day.
- If you need to see an adviser, we will offer an appointment as soon as possible.
- If you cannot come to our office we will make alternative arrangements for you.

Website: www.sbhg.co.uk/sps