

MAKING CONTACT

For further information or to book an appointment call:

029 2034 1577

Reception

41a Lower Cathedral Road
Riverside
Cardiff
CF11 6LW

Charity No 1100551
Company No 4723825

Monday

10am - 1pm / 2pm - 4pm

Tuesday

10am - 1pm / 2pm - 4pm

Wednesday

10am - 1pm / 2pm - 4pm

Thursday

10am - 1pm / 2pm - 4pm

Friday

Reception Closed

ABOUT

We are funded by:



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Riverside Advice has the Specialist Quality Mark for Welfare Benefits, Debt and Housing.

Member of Advice UK

RIVERSIDE ADVICE

We offer a quality Welfare Rights Advice service in:

Welfare Benefits
Debt
Housing
Fuel Debt
that is:

CONFIDENTIAL
FREE
IMPARTIAL
INDEPENDENT

People will be treated with dignity and respect regardless of race, nationality, gender, sexual orientation, disability

SERVICES OFFERED

We provide specialist welfare rights advice service in;-

- Welfare benefits
- Debt
- Fuel Debt
- Housing

We provide holistic services

Welfare Benefits including;-

- Welfare Benefit Form completion
- Mandatory Reconsiderations
- Tribunals representation
- Appeals to Upper Tribunal

Debt Including;-

- Multiple Debt
- Debt Relief Orders
- Bankruptcy

Housing Including;-

- Homelessness
- Eviction
- Repossession
- Harassment by landlord

Fuel Debt including;-

- Writing off Fuel arrears and Debt
- Energy Efficiency
- Service across Wales

Our project specialise in delivering services to ;-

- People experiencing mental health difficulties
- Those who receive assistance from a support worker or organisation
- Carers, or the Cared for

Housing Advice

We may be able to help you if ;-

- You are being evicted
- Possession of your home (not mortgage)
- You are homeless or threatened with homelessness
- You require repairs with risk you health and safety
- You are being harassed by Landlord

Welfare Benefits Upper Tribunals

- If you have been turned down at a Welfare Benefit Tribunal we may be able to assist in Appealing to Upper Tribunal

GETTING THE HELP YOU NEED

We provide our services by;-

- Appointments
- Hospital Visits
- Home visits for the Housebound

To see if you are eligible for one of our services you can ring us or call into reception to see if you are eligible to make an appointment with an Advice Worker.

From time to time we gain additional funding and projects and therefore services maybe wider than those described above