

## Hattersley information and advice

### Council

**Tameside MBC Callcentre** - They offer help, advice, information and reporting for all of Tameside Council's services. General 342 8355. Environmental issues 342 3941.

**Local Councillors** - Elected members who represent the local community. Contact via Members Services Office or at Surgeries advertised in library, local press and customer service centres. Tel: 342 8355 or Tameside MBC website

<http://www.tameside.gov.uk>

**Hattersley Neighbourhood Partnership** – Working with residents and all service providers for the improvement of Hattersley. 10-13 Kingston Arcade, Hattersley Road East, SK14 3RD. Tel: 368 2096. <http://www.hattersley.org.uk>

### Housing

**Peak Valley Housing Office** - 100 Hattersley Road East, Hattersley, Hyde SK14 3EQ. Callcentre 0845 270 3501.

**Northern Counties Housing Association.** 139 Buxton Rd, Stockport, SK2 6EQ. Tel: 0161 482 2010.

**New Charter Housing Trust** - 12 Clarendon Street, Hyde, Cheshire, SK14 2EL. Tel: 0161 331 2500. New Charter's Website at [www.newcharter.co.uk](http://www.newcharter.co.uk). Report fly-tipping or other problems to your Neighbourhood Management Manager (Jonathan Smith) or the Neighbourhood Management Officer (Alan Bradley) on 331 2400.

**Housing Options Centre** New Charter Housing Trust manages this service for Tameside Council. They can help with your housing problems and give information on a wide range of issues including: homelessness/ threatened homelessness; domestic violence; housing register and allocations; landlord and tenant advice; specialised accommodation; re-housing options; referrals to appropriate agencies. Housing Options Centre, 119-125 Old Street, Ashton-under-Lyne, Tameside OL6 7RL. Tel: 0161 331 2700, fax: 339 1728, email: [info@newcharter.co.uk](mailto:info@newcharter.co.uk)

**Shelter - Greater Manchester Housing Aid Centre** - Help for anyone who is homeless, in housing need or with a housing related problem. Also debt and welfare benefits in Tameside and community care in Greater Manchester. 5 Samuel Ogden Street, Manchester, M1 7 AX. Helpline 0808 800 4444. <http://england.shelter.org.uk/>.

Shelter also run surgeries/ outreach sessions in Tameside specifically for debt advice and the advantages and disadvantages of bankruptcy. They can only give advice to clients who are on a low income or are in receipt of the certain benefits. Please contact 0844 515 1640.

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**Hattersley and Mottram People's Association** - Run by Hattersley people for the interests of Hattersley people. 73 Hattersley Road East, Hattersley SK14 3EQ. Tel: 351 1361 (Monday and Friday mornings only).

### Debt and money

**Whatever the reason for the problem, or whether you own or rent your home,** the first thing is do not ignore the problem. There is a lot of advice and information out there to help you, and most landlords and lenders will come to an agreement to help sort things out. You should get good, free advice from the organisations listed here.

Always pay what you can every month. Keeping up regular payments (even if they vary) shows that you're committed. Your lender's more likely to treat you sympathetically and you'll minimise the arrears charges too.

If you have a mortgage your lender might agree to: reduce your payments for a set period; charge you interest only for a while, if you've got a repayment mortgage (usually you pay capital and interest); give you a 'payment holiday'; extend your mortgage term to reduce your payments. Special advice organisations can tell you about new schemes called the Mortgage Rescue scheme, and the Homeowner Mortgage Support Scheme.

**Debt Advice Service** - Based in the Council's Welfare Rights Service, we offer free, independent, confidential advice, support and assistance with debt problems.

We can check you are getting the right benefits; draw up a financial statement to see what money you have available, if any, to pay your creditors; check you are liable for debts; advise you what to pay first; negotiate with your creditors; represent you in the County Court; give help in the Magistrates Court.

To take on your case we need: Proof of all income you receive dated within the last month such as wage slips, bank statements or letters from Jobcentre Plus/Pension Service or Tax Credits; Proof of any savings that you have. Tel: 0161 342 3494.

<http://www.tameside.gov.uk/benefits/moneyadvice>.

Debt Advice Surgery is held on the first and third Thursdays of the month at Customer Services, Ashton-under-Lyne, between 9.30am - 12noon. Within this surgery we may be able to help in different ways: by providing 'one-off' initial advice; taking on your case; referring you to another agency if we can't help.

We do appointments and can do home visits in some circumstances. We also have a Debt Adviser based at the Housing Options Centre. This adviser deals with cases where there is a risk of homelessness in respect of rent or mortgage arrears. Contact 0161 331 2700 and ask to speak to the debt adviser.

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Try also - National Debt Line, and Community Legal Advice, National Homelessness Advice Service.

**MINT** - (Money Information Network Tameside). Have you got money problems? Confused by all the adverts offering loans? Baffled by the small print? Don't know where to get the right advice?

MINT was set up by a number of organisations in Tameside and we want to make sure everybody living in the area knows where to get proper advice on financial matters. These range from having access to the right type of financial services or to courses to can help people manage their money.

On the website there is a lot of information we hope will help you to find your way around the "money maze". Contact us if you need more help.

<http://www.mintameside.org.uk/>

Money Information Network Tameside, c/o Martin Frost, New Charter Housing Trust, Cavendish 249, Cavendish Street, Ashton under Lyne, OL6 7AT. Tel: 0161 331 2000.

**Money Spinner Credit Union** - borrowing made simple, sensible and affordable for holidays, home improvements, celebrations, Christmas or just a treat. Avoid the loan sharks. Once you join and have started saving regularly, you can apply for a loan, usually up to three times your Regular Share balance. We encourage all members to continue to save at least a minimum amount even while repaying their loan. That way, when you have repaid your loan in full, you will have more savings than you started with. Interest is charged at a maximum of just 1% per month on the reducing balance of your loan. There are no redemption fees or penalties charged if repaid early, and no other charges and no hidden fees.

Tel: 0161 368 0894. Unit 14, Kingston Arcade, Hattersley Road East, Hattersley, SK14 3RD. [moneyspinnercu@abcul.org](mailto:moneyspinnercu@abcul.org)

### Advice and information

**CAB** (Citizens' Advice Bureau) - Giving free legal advice on housing, benefits, and others. 9 George Street, Ashton-under-Lyne, Tameside, OL6 6AQ. General advice: 0161 330 2156 (limited hours). Fax: 0161 344 2139, or Hattersley Community Centre on Friday mornings days, 368 8513.

**Tameside Pension Service** – Free and confidential advice service, offering free benefit check by phone or home visit. Call 0161 429 2071.

**Hattersley Library** Libraries can help you get a wide range of information, and you can use computers there to find things on the internet. Staff will help you too. Hattersley Road East, SK14 3EQ. Tel: 0161 368 8515.

## Hattersley information and advice

**SIDs** is the online information source with loads of events and activities for kids, teenagers and families - check it out at [www.tameside-sid.org.uk](http://www.tameside-sid.org.uk). (Libraries can help if you don't have a computer or don't know how to use them.)

**Family information** If your family needs help or advice, there is a huge amount of information and support for a wide range of issues from the Families Information Service. It is at the Early Years Quality Development Centre, Manchester Road, Audenshaw, M34 5GJ. Call 0161 342 5434.

### Free Phone

**The Warm Phone** - For Hattersley residents who need to call an agency for information or to discuss a claim. It is at the Neighbourhood Partnership Office in Hattersley Precinct (office with the yellow Terrier above the door), or call Sharron Power on 368 2096. We have numbers for a wide range of agencies including Jobseekers, Benefits, Social fund, Crisis loans, Welfare rights, bereavement line, National Debt line Council Tax, Housing benefit etc, etc.

### Keeping your home warm

**ESTAC** (Greater Manchester Energy Saving Trust Advice Centre) – Free independent energy saving advice including information on all local energy saving grants in Tameside. [www.energysavingtrust.co.uk](http://www.energysavingtrust.co.uk). Freephone 0800 512 012.

**Winter Fuel Payment** - Is an annual payment to help people aged 60 and over with the costs of keeping warm in winter. Other organisations such as your local Age Concern centre or Citizens Advice Bureau, pension centre, Jobcentre Plus office, Jobcentre or social security office. may also be able to help. The Winter Fuel Payment Helpline is on 08459 15 15 15 (0845 601 5613 for textphone users). Lines are open from 8.30am to 4.30pm, Monday to Friday. Charges are the same as for local calls. [www.thepensionservice.gov.uk/winterfuel](http://www.thepensionservice.gov.uk/winterfuel)

**Priority Service Register** - All suppliers of mains gas and electricity provide special help for pensioners, the disabled, sick or who have hearing or visual impairment. This help can include: moving your meter so its easier to see; annual gas safety checks; notice and help if energy supply is disrupted; regular meter readings, password scheme. To get this, contact your energy supplier – there should be a free phone number for customer services on your statement or bill.

**Consumer Direct** - Provides independent help and advice for energy consumers. [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk). Call 08454 04 05 06.

# Hattersley information and advice

## Community Safety

In an **emergency** – Dial **999**, or 112 (European wide emergency number). This service is all day every day. (only the police, ambulance, fire service and coast guard do an emergency response service).

For **less urgent police** matters, call **872 5050**. This service is all day every day for reporting less urgent incidents or giving information. It is only for police calls. Be patient (up to 5 mins wait at busy times). Don't be put off, and don't forget to ask for a log number when reporting things.

**Local police** - Mobile **07880 780 622**, or office number **856 9493**. PC Moss is the local Community Beat Officer (CBO). Her team only answer this when on duty. You can leave messages on the landline. Don't rely on these numbers in emergencies, and they don't automatically log your call.

**Crimestoppers** - Call **0800 555 111**. Give information without giving your name. It is free from landlines and many mobiles. No emergency response. The website is useful and interesting – check out the “most wanted” at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org).

**Patrollers** - Call **342 3010**, during office hours only. Patrollers are the eyes and ears of the police and Tameside MBC. They work shifts between 8 a.m. to 10 p.m., tackling anti-social behaviour, abandoned cars, fly-tipping, fly-posting and environmental problems. No emergency response.

**Hattersley Community Safety Resource Centre** - Call **882 9285**. A local resident will offer friendly and confidential help while helping you with your problem. You may need to leave a message if she is busy. During office hours only

**Greater Manchester Fire & Rescue Service** - In an **emergency** call **999**. However, if you want to speak about home fire safety checks, free deep-fat fryers, safety advice or other call Hyde Fire Station, Railway Street, Hyde, SK14 1DF. Call **609 1617** During office hours only.