

# Visiting Citizens Advice

## What to take with you



If you don't take the information, you might have to go back another time. This means it could take longer to get the help you need.



This paper tells you about the information you might need to take.

If you haven't got all of the information don't worry - take as much as you can find.



It can be important to get help early. This is because something might have to be done by a set date.



## If you are having problems with benefits

Take with you:

- All letters from government departments, such as the Department for Work and Pensions, or the Council
- Decision letters that you are not happy with - this is very important
- Your national insurance number
- The money you are paid. This could be wage slips, benefit letters, or tax credits
- Your last bank statement
- Details of any savings
- A Tenancy Agreement or mortgage details.



## If you would like a Welfare Benefit Check



An advisor can check that you get all the benefits and tax credits you are entitled to. Bring this information for everyone who lives in your home:



- Dates of birth
- If employed or self-employed the number of hours they work
- Wages for last tax year. This is in a P60 form. If self-employed then bring last year's accounts



- Wages for this year - payslips or estimate if self-employed
- If you get benefits, bring all the letters that say what you get



- Childcare costs and where you get childcare from
- Details of all your savings. Bank or Building Society statements may be the best way to show this
- Tenancy Agreement or current mortgage repayment details



- Council Tax bill.



## If you have debt and money problems

If you have any of these things take them:

- Details of your income. Wage slips, benefit letters, tax credits show this.
- A bank statement. This should have a date.
- Details of anyone that you owe money too and how much money you owe. Bring any statements.
- Copy of the loan agreements and not a photocopy.
- Copy of any court papers
- Details of your home expenses for example, how much you spend on food, transport, phone and energy bills
- Copy of the latest letters asking for money.



## If you are having housing problems

If you have any of these things take:

- Tenancy Agreement or letters from your landlord if you're renting
- Mortgage details if you own your home
- Court papers
- Title deeds if you own your home
- Details of your income, for example, wage slips, benefit letters, and tax credits.



## If you are having problems at work



If you have any of these things take them:

- A copy of your employment contract
- Details of any disciplinary, grievance or dismissal issues
- Any recent letters from your employer
- Staff handbook
- A copy of employment tribunal applications
- Details of your income, for example, wage slips, benefit letters, and tax credits.



## If you are having family or relationship issues

If you have any of these things take them:

- Papers about the issue
- Legal agreements or documents
- Copy of divorce papers
- Details of your income, for example, wage slips, benefit letters, and tax credits.



## If you are having problems as a customer

If you have any of these things take them:



- Details of the goods or services causing the problem
- Copy of any contracts or credit agreements



- Any recent letters about the problem
- Proof that you paid for example a receipt or credit card bill



- Details of your income, for example, wage slips, benefit letters, and tax credits.



## If you are having immigration or asylum problems

If you have any of these things take them:



- All letters from the Home Office
- Your passport and details of any Visas or Permits
- Details of your income or NASS support, for example, wage slips, benefit letters, and tax credits.

## Any other problems

Any paperwork about the issue, for example, letters, emails, texts, reports, and documents.



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