

Service Offer

Better Leeds Communities wants to make Leeds a better place to live for everyone.

Established as a charity in 1983, we strive to improve employability, provide sustained support to families, and reduce child poverty in our city's communities. We do this by offering a range of services citywide including advice, activities, courses, and venue hire.

Better Leeds Communities offers impartial, independent, and free advice on a wide range of issues. We are quality assured to the Advice Quality Standard and are members of Advice UK - the UK's largest support network for free independent advice centres.

During the COVID-19 #lockdown all our appointments are by telephone. These will be:

Monday to Friday 9am - 4pm [We will call residents so there is no cost to them.](#) For an appointment call **0113 275 4142**

Debt

For those struggling with debt the first step should always be to get [free expert debt advice](#), based on personal circumstances. No matter what people's debt problems are, we can support them – and everything we are told is treated in complete confidence.

Better Leeds Communities deal with a range of debt problems including:

- Utilities
- Pay Day Loans
- Universal Credit
- Credit Cards / Store Cards
- Rent / Mortgage

Housing

Our Housing Service is designed to provide help to people in housing need as quickly and efficiently as possible. The service applies whether they are homeless, at risk of homelessness, or simply want advice about a general housing enquiry.

We can give advice on including:

- Renting from Private Landlords and Registered Providers within the Social Rented Sector
- Relationship Breakdown - Housing Options
- Advice in relation to Security of Tenure, Rights and Obligations, Rent, Harassment, Threat of Eviction, Repairs, Legal Procedure for seeking Possession
- Homelessness / Homeless Prevention - advice on your rights and different housing options. Referral to certain temporary accommodation schemes

Generalist Advice

Our Generalist Advice Team provide a range of support for Leeds residents, but particularly around Benefits, and can give advice on topics including:

- Benefits and Tax Credit issues
- Problems at work
- Family matters
- Issues that may relate to health or education.
- Debt
- Housing issues
- Consumer questions

Our Advisors can also undertake **Benefit Checks** and assist with Budgeting

Support & Engagement Services

We also support those in severe financial crisis and can issue [Foodbank Vouchers](#) for Leeds West & North and Leeds South & East Foodbanks