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Improving your health and wellbeing

0808 808 5252
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Information Services at The Care Forum, The Vassall Centre, Gill Avenue,
Fishponds, Bristol BS16 2QQ

Project

Bristol City Council – Housing Advice Team

If anyone thinks that they might become homeless, contact Bristol City Council's Housing Advice Team as soon as possible, so that we can try to prevent this, or visit the Customer Service Point.

We aim to give clients excellent housing options three to four months before the situation develops into a housing crisis.

In most instances we can help to keep people in their existing home. If this is not possible, we will offer affordable housing solutions without the use of emergency accommodation wherever possible.

We provide a specialist Housing Adviser to talk through all the options so that an informed choice can be made. We can help with accessing welfare rights and money advice. We will mediate with landlords in order to prevent or delay homelessness.

If repossession by a mortgage company is likely we can refer people to a specialist money advice team and negotiate on their behalf with the company or the courts.

If someone is unable to return to their accommodation on the night, we will help them find alternative emergency accommodation, such as a refuge or friends or family.

If English is not the first language, we can provide an independent interpreter or access to a specialist language line.

[See here for the Survival Handbook 2018/19](#) – Information about services and information for homeless and vulnerable people in Bristol

Contact details

Website: <http://www.bristol.gov.uk/homeless>
Address: Citizen Service Point 100 Temple Street Bristol BS1 6AG
Telephone: 0117 352 6800
Fax:
Email: housing.advice@bristol.gov.uk
Helpline number:
Helpline information:
Textphone:

Service details

Alternative names: Family Homelessness

Areas Served:

Does this service cost?

no

Cost information:

Concessions information:

How can people access?

Self Referral

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Generated: Fri, 22 Jan 2021 00:43:25 +0000