

**CASL operates a  
confidentiality policy**  
**A copy is available on  
request**

We sometimes use case studies to demonstrate or publicise our work.

However, all cases remain anonymous. Personal client information is never used.

We will never discuss your case with anyone outside CASL unless we have your consent. We will never give information about you to anyone outside CASL without your consent.

CASL is working towards equality of opportunity and recognises that discrimination exists in many parts of our society. CASL finds discrimination or intimidation of any kind unacceptable.

CASL staff will treat clients with courtesy and respect.

CASL reserves the right to refuse to advise those who, after warning, continue to use abusive language or behaviour.



有關房屋、債務及  
福利金的建議

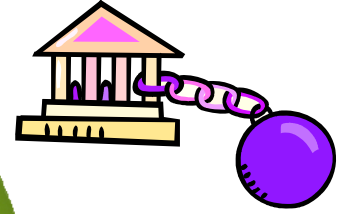
المشورة بخصوص الإعانات  
المتعلقة بالإسكان والديون  
والرعاية الاجتماعية.

বাসস্থান, ঋন ও কল্যাণ ভাতা  
(ওয়েলফেয়ার বেনিফিটস)  
পরামর্শ

*Assessoria sobre  
habitação, dívidas e  
benefícios sociais*

**Asesoramiento sobre  
vivienda, deudas y subsidios  
de bienestar social**

**CASL**  
**Royal London House**  
**22—25 Finsbury Square**  
**London EC2A 1DX**  
**Tel: 02079206482**



**020 7920 6482**

**Independent Money  
Management, Debt &  
Welfare Benefits  
Advice  
provided by**



COMMUNITY ADVICE SERVICE LTD

## What CASL provides

- Assess your Money and Debt Problems.
- Help you with Housing Benefit and Welfare Benefit Problems.
- Identify priority and secondary debt and agree action plans to deal with them.
- Draw up financial statements to help you budget and negotiate with your creditors.
- Assist you to maximise your Welfare Benefits in order to claim benefits you are entitled to but not receiving.
- Assist you to propose a payment plan to your creditors to reduce your rent arrears.
- We will provide clear and accurate information on your housing and debt problems and help you work through them.
- If you have benefit problems relating to your housing situation, we can offer advice on this as well.
- If you have a problem we cannot deal with, we will refer you to an agency we think may help.
- We will help you to restructure your finances to ensure a long term solution to your housing and debt problems.



COMMUNITY ADVICE SERVICE LTD

## What you can expect from us?

- CASL will provide good quality advice and information within a reasonable time scale.
- CASL will offer you a polite and courteous welcome; a confidential service and where necessary an interview.
- We will work on your case until it is completed, or you give us instructions to the contrary.
- If your case requires it, CASL's adviser's can accompany you and represent you in court or at other hearings.

If you are not happy with any aspect of our service, you have a right to complain.

Please do not hesitate to take or ask for one of our complaint leaflets.

If you do not speak English as a first language we have access to translators and will be happy to arrange one.



## Money Management, Debt and Welfare Benefits Advice Line: 02079206482

### OFFICE OPENING HOURS

**Open: Monday, Tuesday, Wednesday and Thursday**  
**9.30am—1.00pm and 2.00pm - 4.30pm**

**The office is closed on all day Friday for casework.**

**Interviews—by appointment only.**

- If we cannot take your call, you can leave a message on our answerphone and we will return your call.
- If you need to see an adviser, we will offer an appointment within one week.
- If you cannot come to our office, we will make alternative arrangements for you.

You can also fax us on:

**020 79206501** or

E-mail us on:

**advice@caslimited.org.uk**

**website: www.caslimited.org.uk**