

Useful contacts

Your home

Solon South West Housing Association

Main office number	0117 924 4071	www.solonswha.co.uk
Repairs and maintenance	0117 916 7777	www.solonswha.co.uk
Emergency repairs	Office hours 0117 916 7777	
	Out of hours 0117 924 4071	
Housing Officer	0117 924 4071	
Tenancy Support Officer	0117 916 7769	

Housing information & disputes

Mediation Service	Bristol	0117 904 3321	www.bristol.gov.uk
	Mendip	01749 648 999	www.mediationsomerset.co.uk
	Forest of Dean	01594 810 000	www.fdean.gov.uk
	South Glos	01454 868 005	www.southglos.gov.uk
Residential Property Tribunal Service (advice on rent disputes)		0845 600 3178	www.rpts.gov.uk
Independent Housing Ombudsman		0300 111 3000	www.housing-ombudsman.org.uk
Tenant Participation Advisory Service		0161 868 3500	www.tpas.org.uk

Energy efficiency & low-carbon travel

Energy Saving Trust (household)		0800 512 012	www.energysavingtrust.org.uk
City Car Club Bristol (low-cost hire and share)		0845 330 1234	www.citycarclub.co.uk
Sustrans (cycling)		0845 113 0065	www.sustrans.org.uk
Buses (First Group)		0845 606 4446	www.firstgroup.com
Trains (First Great Western)		0845 700 0125	www.firstgreatwestern.co.uk

Utilities & services

Electricity	Emergency (Western Power)	0800 365 900	www.westernpower.co.uk
Gas	Emergency (National Grid)	0800 111 999	www.nationalgrid.com/uk
Compare energy suppliers		0800 093 2447	www.ukpower.co.uk
Find a gas engineer		0800 408 5500	www.gassaferegister.co.uk
Water	Bristol Water (water supply)	0845 702 3797	www.bristolwater.co.uk
	Wessex Water (sewerage)	0845 600 3600	www.wessexwater.co.uk
	Severn Trent Water	0845 7500 500	www.stwater.co.uk

Your home continued...

TV licensing	0845 728 9289	www.tvlicensing.co.uk
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Rent payment

AllPay	0844 557 8315	www.allpay.net
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Furniture collection

The Space Trust (free collections)	0117 955 5755	www.spacetrust.org.uk
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Sofa Project (low cost-second-hand furniture & collections)	0117 954 3567	www.sofaproject.org.uk
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Emmaus (low-cost second-hand furniture & collections)	0117 954 0886	www.emmaus.org.uk
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Bristol City Council (3 items collected for £15, free if on certain benefits)	0117 922 2100	www.bristol.gov.uk
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Home exchange

HomeSwapper	Online enquiries only	www.homeswapper.co.uk
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Tax & benefits

HM Revenue & Customs

Child Tax Credit and Working Tax Credit	0845 300 3900	www.hmrc.gov.uk/taxcredits
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Child Benefit	0845 302 1444	www.hmrc.gov.uk/childbenefit
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Benefits information

- Income Support • Jobseeker's Allowance
- Employment and Support Allowance • Incapacity Benefit

New claims (National)	0800 055 6688	www.direct.gov.uk
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Existing claims or enquiries (Bristol)	0845 608 8597	
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- Disability Living Allowance • Attendance Allowance

- Carer's Allowance

New claims	0800 882 200	www.direct.gov.uk/en/disabledpeople
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Enquiries	0845 7123 456	
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Social Fund (Crisis Loan, Budgeting Loan, Community Care Grant)

New claims and enquiries (Bristol)	0845 608 8616	www.direct.gov.uk
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Flowers Hill Medical Centre (Bristol)	0117 971 8311	
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Local council

Anti-social behaviour

Police emergency (if you are in danger)	999	
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Police non-emergency (Avon & Somerset)	0845 456 7000	
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Council housing & council tax

Bristol City Council			
	Council tax benefit service	0117 922 2300	www.bristol.gov.uk
	Council tax enquiries	0117 922 2900	www.bristol.gov.uk
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Mendip District Council			
	Council tax benefit service	0845 300 3352	www.mendip.gov.uk
	Council tax enquiries	0845 300 3352	www.mendip.gov.uk
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Forest of Dean District Council			
	Council tax benefit service	01594 812 531	www.fdean.gov.uk
	Council tax enquiries	01594 812 532	www.fdean.gov.uk
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South Gloucestershire Council			
	Council tax benefit service	01454 868 002	www.southglos.gov.uk
	Council tax enquiries	01454 868 003	www.southglos.gov.uk

Environmental health

Bristol City Council			
	Pest / Noise Control (day)	0117 922 3810	www.bristol.gov.uk
	(night)	0117 922 2050	
	Recycling, rubbish and waste	0117 922 2100	
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Mendip District Council			
	Pest / Noise Control	01749 648 999	www.mendip.gov.uk
	Recycling, rubbish and waste	01749 648 999	
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Forest of Dean District Council			
	Pest / Noise Control	01594 810 000	www.fdean.gov.uk
	Recycling, rubbish and waste	01594 810 000	
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South Gloucestershire Council			
	Pest / Noise Control (day)	01454 868 001	www.southglos.gov.uk
	(night)	01454 868 009	
	Recycling, rubbish and waste	01454 868 000	

Advice & support

Social services

Adults	Bristol Care Direct	0117 922 2700	www.bristol.gov.uk
	South Glos	01454 868 007	www.southglos.gov.uk
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Children and young people			
	Disabled Children Team (all Bristol)	0117 903 8250	
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Children and young people			
	Emergency Duty Team	01454 615 165	
	(To report concerns of child abuse, Bristol and South Glos, outside office hours)		
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	Ridingleaze House, Lawrence Weston (Bristol North)	0117 903 8700	
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	Broadwalk, Knowle (Bristol South)	0117 903 1414	

Advice & support continued...

Symes House, Hartcliffe (Bristol South)	0117 353 2200
Welsman, St Paul's (Bristol East/Central)	0117 903 6500
South Glos (office hours)	01454 868 008

Support agencies & helplines

Age UK (Formerly Age Concern)	0117 922 5353	www.ageuk.org.uk
Disability Information & Advice Service	0117 983 2828	www.dialuk.info
Equalities and Community Cohesion Team	0117 922 2329	www.bristol.gov.uk
Bristol Crisis Service for Women	0117 925 1119	www.selfinjurysupport.org.uk
Next Link (Domestic Abuse Service for women)	0117 925 0680	www.nextlinkhousing.co.uk
Women's Aid	0808 2000 247	www.womensaid.org.uk
Addiction Recovery Agency	0117 930 0282	www.addictionrecovery.org.uk
Alcohol Misuse Service	0117 929 3028	www.addictionrecovery.org.uk
Bristol Drugs Project	0117 987 1500	www.bdp.org.uk
Alcoholics Anonymous	0117 926 5520	www.alcoholics-anonymous.org.uk
Narcotics Anonymous	0117 924 0084	www.ukna.org.uk
Bristol Mind	0808 808 0330	www.bristolmind.org.uk
The Samaritans	08457 909 090	www.samaritans.org
Solon Tenancy Support Officer	0117 916 7769	www.solonswha.co.uk

Advice centres

Advice centres for Avon (all)	0117 951 5751	www.advicecentresforavon.org.uk	
Avon and Bristol Law Centre (Stokes Croft)	0117 924 8662	www.avonandbristollawcentre.org.uk	
Bristol Debt Advice Centre (St Phillips)	0117 954 3990	www.bdac.org.uk	
Citizens Advice Bureau	Bristol (Broad St)	0844 499 4718	www.bristolcab.org.uk
	South Glos	0844 826 9688	www.southgloscab.org.uk
East Bristol Advice Centre (Redfield)	0117 378 9809	www.ebac.org.uk	
North Bristol Advice Centre (Lockleaze)	0117 951 5751	www.northbristoladvice.org.uk	
Shelter	Bristol Housing Aid Centre	0344 515 1414	www.shelter.org.uk
	North Bristol & South Glos	0344 515 1705	
South Bristol Advice Centre (Withywood)	0117 985 1122	www.southbristoladvice.org.uk	
St Paul's Advice Centre	0117 955 2981	www.stpaulsadvice.org.uk	

Racist incidents

SARI (Support Against Racist Incidents)	0117 942 0060	www.sariweb.org.uk
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