

Universal Credit Desk Aid

Main information: www.gov.uk/universal-credit

Make a claim for Universal Credit: www.gov.uk/apply-universal-credit

Universal Credit helpline: **0800 328 9344** (Monday – Friday 8am to 6pm)

Apply for Council Tax Support (this is NOT included in Universal Credit): www.leicester.gov.uk/housingbenefits
0116 454 1006 (8:30 – 5:00 Monday – Friday)

Assisted Digital Support: www.leicester.gov.uk/universalcredit or contact your Universal Credit Work Coach

Personal Budgeting Support: www.leicester.gov.uk/universalcredit or contact your Universal Credit Work Coach

Universal Credit Hardship: **0800 328 9344** (Monday – Friday 8am to 6pm)

Universal Credit Desk Aid

Crisis Support Grant (emergency food, clothing or fuel vouchers): www.leicester.gov.uk/csg

Tel: **0116 454 1019** (8:30am – 5pm Monday-Friday).

Out of hours emergency: **0116 255 1606**

Support Grant (furniture or white goods): www.leicester.gov.uk/csg on-line applications only

Discretionary Housing Payment: www.leicester.gov.uk/dhps

Council Tax Discretionary Relief: www.leicester.gov.uk/dhps

Homeless or risk of homelessness: Housing Options Prevention Hub: **0116 454 1008**

(8:30am to 5pm Monday – Thursday, 8:30 to 4:30 Friday)

Out of hours service **0116 221 2770**

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Advice Services Booklet: www.leicester.gov.uk/your-community/benefits-and-support/advice-and-guidance/

LCC Tenant Rent Arrears: <https://www.leicester.gov.uk/your-community/housing/council-tenants/your-tenancy/tenant-support/>

LCC Self-Service Centres:	Customer Services, 91 Granby Street, LE1 6FB	
	Beaumont Leys Library, Beaumont Way LE4 1DS	0116 299 5460
	New Parks Library, 321 Aikman Avenue LE3 9PW	0116 229 8200
	Pork Pie Community Centre, Southfields Drive LE2 6QS	0116 299 5480
	St Matthews Library, 10 Malabar Road LE1 2PD	0116 222 1045

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