

## APPENDIX A – Contact Information - Where to get more Information & Advice

### The Highland Council Housing & Property Offices

Our offices are open from 9.00am – 5.00pm (Monday - Friday) for all enquiries.

#### Addresses and Phone Numbers (for Service Point addresses see below)

<b><i>Caithness, Sutherland &amp; Easter Ross</i></b>	
<b><u>Caithness</u></b> Wick Housing & Property Office Market Square, Wick KW1 4AB Tel: 01955 607712 Fax: 01955 605775	Thurso Housing & Property Office Rotterdam Street Thurso KW14 8AB Tel: 01847 805505 Fax: 01847 805508
<b><u>Sutherland</u></b> Sutherland Housing & Property Office Drummuie Golspie KW10 6QN Tel: 01408 635380 Fax: 01408 634041	<b><i>Housing Staff are also based in:</i></b> Lochinver Service Point <b>Tel: 01571 844777</b>
<b><u>Easter Ross</u></b> Alness Service Point Tel: 01349 882366 Invergordon Service Point Tel: 01349 852472	
<b><i>Inverness, Nairn, Badenoch &amp; Strathspey</i></b>	
<b><u>Inverness</u></b> Inverness Housing & Property Office 21-23 Church Street Inverness IV1 1DY Tel: 01463 703800 Fax: 01463 703917	<b><i>Housing Staff are also based in:</i></b> Hilton Service Point Tel: 01463 246003/246006 31-33 Craigton Avenue, Inverness, IV3 8AZ Tel: 01463 718848
<b><u>Badenoch &amp; Strathspey</u></b> Badenoch & Strathspey Housing & Property Office Ruthven Road Kingussie PH21 1EJ	<b><u>Nairn</u></b> Nairn Housing & Property Office The Courthouse, High Street Nairn IV12 4AU Tel: 01667 458510

Tel: 01540 664510 Fax: 01540 661004	Fax: 01667 458567
<b><i>Ross, Skye &amp; Lochaber</i></b>	
<u><b>Ross</b></u>  Ross and Cromarty Housing & Property Office Ross House High Street Dingwall IV15 9RY Tel: 01349 868473 Fax: 01349 863510	<b><i>Housing Staff are also based in:</i></b>  Fortrose Service Point Tel: 01381 620797  Muir of Ord Service Point Tel: 01463 870201  Gairloch Service Point Tel: 01445 712572
<u><b>Skye</b></u>  Skye Housing & Property Office Tigh na Sgire Park Lane Portree, Isle of Skye IV51 9EP Tel: 01478 613805 Fax: 01478 613828	<b><i>Housing staff are also based in:</i></b>  Kyle of Lochalsh Service Point Tel: 01599 534270
<u><b>Lochaber</b></u>  Lochaber Housing & Property Office Lochaber House, High Street Fort William PH33 6EL Tel: 01397 707299 Fax: 01397 707247	

### **Emergencies**

If you have a repair emergency, are threatened with homelessness or have actually become homeless and the housing offices are closed (this would be Monday to Friday 5.00pm – 9.00am, weekends, and holidays such as Christmas, New Year and Easter) Housing and Property staff can be contacted on our emergency telephone number: **Tel: 0845 700 2005**

## Highland Council Service Points

<b><i>Caithness, Sutherland &amp; Easter Ross</i></b>		
<b>Caithness Area</b>	Service Point, Rotterdam Street, Thurso, KW14 8AB	01847-805500
	Service Point, Market Square, Wick, KW1 4AB	01955-607719
<b>Sutherland Area</b>	Service Point, NTC, Bettyhill, KW14 7SS	01641-521242
	Service Point, Carnegie Building, Lairg Road, Bonar Bridge, IV24 3EA	01863-766838
	Service Point, Gower Street, Brora, KW9 6PD	01408-622644
	Service Point, The Meadows, Dornoch, IV25 3SG	01862-635300
	Service Point, Durine, Durness, IV27 4PN	01971-511750
	Service Point, Main Street, Golspie, KW10 6RB	01408-635200
	Service Point, Community Centre, Dunrobin Street, Helmsdale, KW8 6JX	01431-821742
	Service Point, New Buildings, Main Street, Lairg, IV27 4DB	01549-402588 01571-844777
	Service Point, Culag Annex, Culag Pier Lochinver, IV27 4LE	
<b>Easter Ross Area</b>	Service Point, 3/5 Obsdale Road, Alness, IV17 0TY	01349-882366
	Service Point, 62 High Street, Invergordon, IV18 0DH	01520-722241
<b><i>Inverness, Nairn, Badenoch &amp; Strathspey</i></b>		
<b>Inverness Area</b>	Service Point, Old School House, Station Road, Ardersier, IV2 7SU	01667-462658 01456-459050
	Service Point, Car Park, Drumnadrochit, IV63 6TX	01463-703999
	Service Point, 23 Church Street, Inverness, IV1 1DY	01463-246007
	Service Point, Hilton Village, Inverness, IV2 4HT	01320-366733
	Service Point, Memorial Hall, Fort Augustus, PH32 4DJ	
<b>Nairn</b>	Service Point, Court House, Nairn IV12 4AU	01667 458500
<b>Badenoch &amp; Strathspey Area</b>	Service Point, School House, Milton Park, Aviemore, PH22 1RR	01479-811990 01479-872539
	Service Point, The Square, Grantown-on Spey, PH26 3HF	01540-664502
	Service Point, Ruthven Road, Kingussie, PH21 1EJ	
<b><i>Ross, Skye &amp; Lochaber</i></b>		
<b>Ross &amp; Cromarty Area</b>	Service Point, Ross House, High Street, Dingwall, IV15 9RY	01349-868527
	Service Point, Black Isle Leisure Centre, Deans Road, Fortrose, IV10 8TJ	01381-620797
	Service Point, Achtercairn, Gairloch, IV21 2BP	01445-712572
	Service Point, Main Street, Lochcarron, IV54 8YD	01349-852472
	Service Point, Seaforth Road, Muir-of-Ord, IV6 7TA	01463-870201
	Service Point, 24 High Street, Tain, IV19 1AE	01862-892122
	Service Point, North Road, Ullapool, IV26 2XL	01854-612426
<b>Skye &amp; Lochalsh Area</b>	Service Point, Old Corry Industrial Estate, Broadford, Isle of Skye, IV49 9AB	01471-820075
	Service Point, 2 Lochside, Dunvegan, Isle of Skye, IV55 8WB	01470-521878
	Service Point, Main Street, Kyle of Lochalsh, IV40 8BL	01599-534270
	Service Point, Tigh-na-Sgìre, Park Lane, Portree, Isle of Skye, IV51 9GP	01478-613800
<b>Lochaber</b>	Service Point, Acharacle Centre, Morrison Place,	01967-431487

<b>Area</b>	Acharacle, PH36 4JT Service Point, Lochaber House, High Street, Fort William, PH33 6EL	01397-707256
	Service Point, Library & Visitor Centre, Linnhe Road, Kinlochleven, PH50 4SJ	01855-831663
	Service Point, Community Centre, Mallaig, PH41 4PY	01687-460027

## Housing Associations in Highland

Name	Address	Telephone	Type of Housing
Albyn Housing Society Ltd	98-100 High Street Invergordon IV18 0DL	Tel: (01349) 852978 Fax: (01349) 853859 e-mail: <a href="mailto:office@albynhousing.org.uk">office@albynhousing.org.uk</a> <a href="http://www.albynhousing.org.uk">www.albynhousing.org.uk</a>	Mainstream rented; shared ownership
Birchwood Highland	5 Wells Street Inverness IV3 5JT	Tel: (01463) 236507 Fax: (01463) 236522 e-mail: <a href="mailto:info@birchwoodhighland.org.uk">info@birchwoodhighland.org.uk</a> <a href="http://www.birchwoodhighland.org.uk">www.birchwoodhighland.org.uk</a>	Supported housing for people with mental health problems
Cairn Housing Association Ltd	Cairn House 30 Waterloo Place Inverness IV1 1NB	Tel: (01463) 220666 Fax: (01463) 229470 e-mail: <a href="mailto:enquiries@cairnha.com">enquiries@cairnha.com</a> <a href="http://www.cairnha.com">www.cairnha.com</a>	Mainstream rented; shared ownership; sheltered
Hanover (Scotland) Housing Association	12 Institution Road Elgin Moray IV30 1QY	Tel: (01343) 548585 Fax: (01343) 549519 e-mail: <a href="mailto:admin@hsha.org.uk">admin@hsha.org.uk</a> <a href="http://www.hanover.org.uk">www.hanover.org.uk</a>	Mainstream rented; shared ownership; sheltered
Highland Small Communities Housing Trust	5 Ardross Terrace Inverness IV3 5NQ	Tel: (01463) 233549 Fax: (01463) 23354 e-mail: <a href="mailto:tom.hainey@hscht.co.uk">tom.hainey@hscht.co.uk</a> <a href="http://www.hscht.co.uk/">http://www.hscht.co.uk/</a>	Assist in identifying housing solutions and developing housing
Key Housing Association	Savoy Tower 77 Renfrew Street Glasgow G2 3BZ	Tel: 0141 332 6672 Fax: 0141 332 7498 e-mail: <a href="mailto:info@keyhousing.org">info@keyhousing.org</a> <a href="http://www.keyhousing.org">www.keyhousing.org</a>	Supported housing for people with learning disabilities
Link Housing Association	38 Riverside Park Lochyside Fort William PH33 7RB	Tel: (01397) 702044 Fax: (01397) 702044 e-mail: <a href="mailto:Kcam@linkhaltd.co.uk">Kcam@linkhaltd.co.uk</a> <a href="http://www.linkhousing.co.uk">www.linkhousing.co.uk</a>	Mainstream rented
Lochaber Housing Association	101 High Street Fort William PH33 6DG	Tel: (01397) 702530 Fax: (01397) 704141 e-mail: <a href="mailto:info@lochaberhousing.co.uk">info@lochaberhousing.co.uk</a> <a href="http://www.lochaberhousing.org.uk">www.lochaberhousing.org.uk</a>	Mainstream rented; shared ownership
Lochalsh &	Morrison House	Tel: (01478) 612035	Mainstream

Skye Housing Association	Bayfield Portree Isle of Skye IV51 9EE	Fax: (01478) 613377 e-mail: <a href="mailto:info@LSHA.co.uk">info@LSHA.co.uk</a> <a href="http://www.lsha.co.uk">www.lsha.co.uk</a>	rented; shared ownership
Margaret Blackwood Housing Association	Craigievar House 77 Craigmount Brae Edinburgh EH12 8YL	Tel: 0131 317 7227 Fax: 0131 317 7294 e-mail: <a href="mailto:info@mbha.org.uk">info@mbha.org.uk</a> <a href="http://www.mbha.org.uk">www.mbha.org.uk</a>	Wheelchair/ Mainstream for people with physical disabilities
Pentland Housing Association	37-39 Traill Street Thurso, Caithness KW13 8AG	Tel: (01847) 892507 Fax: (01847) 893221 e-mail: <a href="mailto:pha@pentlandhousing.co.uk">pha@pentlandhousing.co.uk</a> <a href="http://www.pentlandhousing.co.uk">www.pentlandhousing.co.uk</a>	Mainstream rented; shared ownership
Trust Housing Association	12 New Mart Road Edinburgh EH14 1RL	Tel: (0131) 444 1200 Fax: ((0131) 444 4949 e-mail: <a href="mailto:info@trustha.org.uk">info@trustha.org.uk</a> <a href="http://www.trustha.org.uk">www.trustha.org.uk</a>	Sheltered; Amenity

## Social Work Offices

<b>Social Work Services – Area and Local Offices</b>	
<b>Badenoch &amp; Strathspey</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office The Schoolhouse Milton Park AVIEMORE PH22 1RR	01479 810251
<b>Caithness</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office 125/127 High Street WICK KW1 4LR	01955 605040
Thurso Office 16 High Street THURSO KW14 8AG	01847 893835
<b>Inverness</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office Town House INVERNESS IV1 1JJ	01463 724220
Merkinch Team Carsegate House Glendoe Terrace INVERNESS IV3 8ED	01463 724040
Culloden Team Shopping Centre Keppoch Road Culloden INVERNESS IV2 7LL	01463 791338
<b>Lochaber</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office Tweeddale Buildings High Street FORT WILLIAM PH33 6EL	01397 703397
Fort William Area Office Fulton House Gordon Square FORT WILLIAM PH33 6XY	01397 707025
<b>Nairn</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office Corsee Resource Centre, Victoria Street NAIRN IV12 4HH	01667 4537951
<b>Ross &amp; Cromarty</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office	01349 868567

Council Offices High Street DINGWALL IV15 9QN	
Alness Office Suie House Bridgend ALNESS IV17 0UD	01349 882609
Dingwall Office Slioch Castle Street DINGWALL IV15 9HU	01349 865262
Tain Office Scotsburn Road TAIN IV19 1PR	01862 893021
Wester Ross Team Service Point North Road ULLAPOOL IV26 2XL	01854 613911
<b>Skye &amp; Lochalsh</b>	
<b>Office</b>	<b>Telephone</b>
Area Social Work Office Tigh na Drochaid Bridge Road PORTREE Isle of Skye IV51 9ER	01478 612943
<b>Sutherland</b>	
<b>Office</b>	<b>Telephone</b>
Area Main Social Work Office Olsen House Main Street GOLSPIE KW10 6RB	01408 634040
Bettyhill Sub-Area Naver Teleservice BETTYHILL KW14 7SS	Office Centre 01641 521831
Lochinver Sub-Area Main LOCHINVER IV27 4DB	Office Street 01571 844332

## Local Finance Offices

<b>Kingussie</b>	Finance Services Ruthven Road KINGUSSIE PH21 1EJ	Tel: Freephone 0800 393 811 Fax: 01540 661004 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Wick</b>	Finance Services Market Square WICK KW1 4AB	Tel: Freephone 0800 393 811 Fax: 01955 603649 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Inverness</b>	Finance Services 21-23 Church Street INVERNESS IV1 1DY	Tel: Freephone 0800 393 811 Fax: 01463 703918 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Fort William</b>	Finance Services Lochaber House High Street FORT WILLIAM PH33 6EL	Tel: Freephone 0800 393 811 Fax: 01397 702178 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Nairn</b>	Finance Services Barron House, 88 High Street, Nairn IV12 4AU.	Tel: Freephone 0800 393 811 Fax 01667 459206 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Dingwall</b>	Finance Services Ross House High Street DINGWALL IV15 9RY	Tel: Freephone 0800 393 811 Fax:: 01349 862911 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Portree</b>	Finance Services Tigh na Sgìre Park Lane PORTREE Isle of Skye IV51 9EP	Tel: Freephone 0800 393 811 Fax: 01478 613828 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>
<b>Golspie</b>	Finance Services Drummuie Offices, Drummuie, Golspie, KW10 6TA.	Tel: Freephone 0800 393 811 Fax 01408 634041 E-mail: <a href="mailto:Operations.Team@highland.gov.uk">Operations.Team@highland.gov.uk</a>

## Money Advice and Income Maximisation Contacts

### Money Advice

The Highland Council Money Advice Team offers a free, confidential and non-judgemental advice and assistance service for those worried about their financial situation. The Team has officers based in Inverness, Wick and Fort William and last year helped 576 multiple debt clients in Highland deal with more than £3½ million of debt.

They can arrange to meet anyone worried about debt and go over their whole financial situation:

They can look at peoples income to see if they can increase it in any way e.g. benefits due.

They can help examine peoples day to day expenditure, to try and help them budget to meet essential items such as housing costs, fuel, food etc.

They can take emergency action to deal with a crisis situation such as eviction or house repossession.

They can give advice and assistance to negotiate repayments to creditors, to help people make ends meet.

Clients can make appointments to meet Money Advice staff in Transport, Environmental & Community Services offices, Service Points and home visits can be arranged in appropriate cases.

The Money Advice Team take a leading role in the Highland Money Advice Group, working with the agencies in the Highland Advice and Information Network to provide effective and consistent service delivery across Highland.

The Money Advice Team can be contacted by e-mail on [money.advice@highland.gov.uk](mailto:money.advice@highland.gov.uk)

Or by telephone on:

Inverness (01463) 228709

Wick (01955) 607752

Fort William (01397) 707005

National Debtline

You may also wish to use the National Debtline free on: **0808 808 4000**

### Highland Council Income Maximisation Service

For a free, impartial benefit check, contact the Council's Income Maximisation Team:

E-mail on [income.maximisation@highland.gov.uk](mailto:income.maximisation@highland.gov.uk)

or telephone: 0845 600 4222 (this will give you a menu of options)

You can also write to the Income Maximisation Team at The Highland Council, PO Box 5650, Inverness, IV3 5YX.

You may also want to complete the following form if you are contacting the Income Maximisation Service direct – it will give the team the information they need to make an accurate assessment.

### **Welfare Benefits Calculation Questionnaire**

Turn2us Website

Turn2us offers free advice to people facing financial difficulties. It helps people struggling with money to maximise their income through benefits, tax credits and grants.

The Turn2us benefits and grants searches help people to assess what money is available based on their personal need. They are also able to contact grant-giving charities on and off-line and to find an adviser or organisation to support them further with benefits applications.

Shortcut to: <http://www.turn2us.org.uk/>

Citizen Advice Bureaux in Highland

**Highland number (i.e. Inverness) for telephone advice is 08444 99 4111**

CAITHNESS CAB	<p><i>Thurso Office</i> 7a Brabster Street Thurso, KW14 7AP</p> <p>T: 01847 894243 F: 01847 894243</p> <p><i>Wick Office</i> 123 High Street Wick, KW1 4LR</p> <p>T: 01955 605989 F: 01955 606673</p> <p>E: <a href="mailto:bureau@cnesscab.cabnet.org.uk">bureau@cnesscab.cabnet.org.uk</a> (business and advice email)</p>
INVERNESS CAB	<p>103 Academy Street Inverness, IV1 1LX</p> <p>T: 01463 237664 F: 01463 714272</p> <p>E: <a href="mailto:bureau@invernessCAB.casonline.org.uk">bureau@invernessCAB.casonline.org.uk</a> (business email) <a href="mailto:enquiries@invernesscab.casonline.org.uk">enquiries@invernesscab.casonline.org.uk</a> (advice email)</p>
LOCHABER CAB	<p>Dudley Road Fort William, PH33 6JB</p> <p>T: 01397 705311 F: 01397 700610</p> <p>E: <a href="mailto:bureau@lochabercab.casonline.org.uk">bureau@lochabercab.casonline.org.uk</a> (business email only)</p>
NAIRN CAB	<p>6 High Street Nairn, IV12 4BJ</p> <p>T: 01667 456677 F: 01667 451081</p> <p>E: <a href="mailto:bureau@NairnCAB.casonline.org.uk">bureau@NairnCAB.casonline.org.uk</a> (business and advice email)</p>
ROSS & CROMARTY CAB	<p><i>Alness Office</i> 4 Novar Road Alness, IV17 0QG</p> <p>T: 01349 883333 F: 01349 884126</p> <p><a href="mailto:adviser@alnesscab.casonlin.org.uk">adviser@alnesscab.casonlin.org.uk</a> (advice email)</p> <p><i>Dingwall Office</i> 4 Church Street Dingwall</p> <p>T: 01349 864850 F: 01349 860102</p>

	<p>E: <a href="mailto:adviser@dingwallcab.casonline.org.uk">adviser@dingwallcab.casonline.org.uk</a> (advice email)</p> <p>E: <a href="mailto:bureau@AlnessCAB.casonline.org.uk">bureau@AlnessCAB.casonline.org.uk</a> (business email)</p>
SKYE & LOCHALSH CAB	<p>The Green Portree, IV51 9BT</p> <p>T: 01478 612032 F: 01478 612897</p> <p>E: <a href="mailto:info@SkyeCAB.casonline.org.uk">info@SkyeCAB.casonline.org.uk</a> (business and advice email)</p>
Badenoch & Strathspey CAB	<p>2 Inverewe Grampian Road Aviemore, PH22 1RH</p> <p>T: 01479 810919 F: 01479 811058</p> <p>E: <a href="mailto:liz.cais@totalise.co.uk">liz.cais@totalise.co.uk</a> (advice email) <a href="mailto:Liz.obrian@btconnect.com">Liz.obrian@btconnect.com</a> (business email)</p>
EAST SUTHERLAND CAB	<p>Olsen House Main Street Golspie,</p> <p>T: 01408 633000 F: 01408 633430</p> <p>E: <a href="mailto:richard@esvas.org.uk">richard@esvas.org.uk</a> (business email) <a href="mailto:advice@esvas.org.uk">advice@esvas.org.uk</a> (advice email)</p>
NORTH WEST SUTHERLAND CAB	<p>Harbour Offices The Pier Kinlochbervie, IV27 4RP</p> <p>T: 01971 521730 F: 01971 521730</p> <p>E: <a href="mailto:nwais@kinlochbervie3.fsnet.co.uk">nwais@kinlochbervie3.fsnet.co.uk</a> (business &amp; advice email)</p>

## Shelter

Ring 0808 800 4444 or use their website [www.shelter.org.uk](http://www.shelter.org.uk) to get online assistance. You can also link to the “Entitled To” website from here - this provides a useful calculator to help you check your entitlement to various benefits and tax credits – or you can go straight to the site on [www.entitledto.co.uk](http://www.entitledto.co.uk)

***If you want to use any of the websites listed above but do not have a computer in your home, remember that you can get access to a computer in your local library. Ask the staff in the library about how you can do this***