

Preventing Homelessness Court Representation & Money Advice Services

CHAI provides free, confidential housing and debt advice for tenants and homeowners across Edinburgh and Midlothian. Our goal is to help prevent homelessness and reduce financial hardship.

We offer practical support with:

- Negotiating repayment plans for rent or mortgage arrears
- Maximising income through benefit checks and applications
- Debt advice and budgeting support
- Court representation for eviction and repossession cases
- Support with private tenancy disputes

Our Projects

We deliver advice and representation through the following services:

- **Edinburgh Council Court Representation Service**
Supporting City of Edinburgh Council tenants at risk of eviction.

- **Edinburgh Housing Advice Partnership (EHAP)**
In partnership with Granton Information Centre, we support:

- Homeowners with mortgage arrears
- Social tenants facing eviction
- Private tenants with tenancy issues

- **ARCHIE Money Advice Project**
Providing money advice across six Edinburgh housing associations.

- **Housing Association Advice Services**
Welfare rights, housing, and debt advice for tenants of Manor Estates and Muirhouse Housing Associations (referrals via Housing Officers).

Contact Us

☎ 0131 442 2100

✉ chai@chaiedinburgh.org.uk

Support us

You can help support individuals and families facing hardship by making a donation to our work.
www.justgiving.com/communityhelpadviceinitiative

Partner

Are you interested in becoming a corporate partner or getting together with your workmates to organise an event in aid of our work? If so, we'd LOVE to hear from you. Email: chai@chaiedinburgh.org.uk

Volunteer

We welcome volunteers of all ages, cultures, abilities and backgrounds. For further info, contact volunteering@chaiedinburgh.org.uk



For a full list of venues and the advice services we provide, visit our website or scan the QR code opposite.



28 Westfield Avenue
Edinburgh EH11 2QH
0131 442 2100

Website:
Email:

www.chaiedinburgh.org.uk
chai@chaiedinburgh.org.uk

Facebook:
Instagram:
Twitter:
Linkedin:

@CHAI.Edin
@chaiedinburgh
@CHAEdinburgh
[community-help-advice-initiative](https://www.linkedin.com/company/community-help-advice-initiative)

CHAI is a company registered in Scotland (Company No. SC179306) and a Scottish Charity (Charity No. SC027594). We are a member of AdviceUK and are accredited under the Scottish National Standards for Advice Providers.



ADVICE • INFORMATION • SUPPORT



Do you need a benefit check?
Or help to appeal a benefit decision?
Are you facing eviction?
Are you struggling with debts?
Do you need support to find a job?

We can help you

About Us

The Community Help & Advice Initiative (CHAI) supports people and communities across Edinburgh.

We help and empower people by providing free, confidential, and impartial advice on welfare rights, housing, homelessness, tenancy support, and employment.

Our aim is to alleviate poverty, prevent homelessness and enhance employability.

Our Vision is to ensure that no one in our community has to endure hardship.



CHAI Advice Services

Our specialist Advice Workers can help you to maximise your income, carefully considering each individual and family we work with.

As well as our office-based advice services we operate within various city-wide settings including GP practices, council offices, hospitals, mental health and addiction recovery hubs and community venues.

Our Financial Wellbeing Team can help with:

- **Benefit checks**
- **Making benefit applications**
- **Applying for emergency funding**
- **Appealing benefit decisions and representation at tribunal appeals**
- **Debt issues**
- **Housing problems**
- **Referrals to other organisations for employability or support**



For a full list of venues and the advice services we provide, please visit our website <https://chaiedinburgh.org.uk/where-we-work/> or call us on **0131 442 2100** for more info.

Advice for Families

CHAI supports families across Edinburgh with free, confidential advice to improve financial wellbeing, housing stability, and access to employment.

We can help with:

- Income maximisation and welfare benefits
- Benefit applications and tribunal representation
- Debt and budgeting advice
- Housing issues and tenancy sustainment
- Employability support

Where to Find Us:

• **Advice in Schools**

Available in 15 schools across Edinburgh, with additional appointments for other families available on request.

📞 Call 0131 442 2100

✉ Email: chai@chaiedinburgh.org.uk

• **Advice in Early Years Centres – Maximise!**

In partnership with Children 1st, we provide advice, family wellbeing, and employability support in five Early Years Centres in North Edinburgh. Speak to Centre staff or contact CHAI for more information.

• **Growing Families Project**

Parents in North West, South West, and South East Edinburgh can ask their Health Visitor to refer them to our services.

• **Family Nurse Partnership**

We offer benefits, housing, and debt advice to parents supported by the Family Nurse Partnership. Speak to your Family Nurse or contact CHAI directly.

• **Ethnically Diverse Families Advice Service**

Dedicated support for families from ethnically diverse backgrounds, including advice and employability help. Please contact CHAI for more details.