

Factsheet

Information for Tenants



Credit Unions



This factsheet gives you some information on the financial services available from Credit Unions. It also gives contact details of Credit Unions across the city and the communities they serve.

Credit Unions

Credit Unions are a community based, community managed, financial organisation.

Unions are owned and managed by the members and are run on a "not for private profit basis". Any surplus left after paying for running costs is given back to the members in the form of a dividend.

Savings

You can save as little or as much as you want. Members savings are pooled together to provide a common fund from which members can apply to borrow.

Loans

As a member you can apply for a loan. Everyone is considered, whether you are working or on benefits, as long as you have a regular income.

Interest rates are competitive and only charged on the reducing balance. There are no early repayment charges or other penalty charges. Loan repayments are tailored to your individual circumstances.

Accounts

There are several accounts offered by Credit Unions in Bristol:

- Bill payments and budget accounts
- Savings account
- Loan account
- Accounts to cash wages, tax credits or benefit payments

Is your money safe?

Credit Unions are authorised & regulated by the Financial Services Authority, just like banks and building societies.

How do I join?

Please contact the Credit Union covering the area where you live or work.

Covering the whole of the Bristol area.

Bristol Credit Union Ltd
Contact: 112/114 Cheltenham Road, Bristol BS6 5RW
Tel: 0117 924 7309



Horfield, Lockleaze, Bishopston and parts of Filton

Purdawn Credit Union

Contact: Jan Clark, The Blake Centre, 118 Brangwyn Grove, Lockleaze, Bristol, BS7 9UD

Tel: 0117 951 2004

Shirehampton, Sea Mills, Avonmouth or Lawrence Weston

Severn Four Credit Union Ltd

Contact: Jan Clark
The Springfield Room, Shirehampton Public Hall, Station Road, Shirehampton, Bristol BS11 9TX

Tel: 0117 938 1439

Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its customers. We welcome feedback from customers and therefore, if you would like to submit a complaint, comment or compliment about the services you have received, you can do so at any Customer Service Point. The Customer Service Point will be able to provide you with a leaflet giving more details about how to submit feedback. Further information can also be obtained from the council's website

www.bristol.gov.uk



How to Contact Us

If you need to contact the **Rent Management Service** details are set out below.

General Enquiries: 0117 922 2200

Textphone: 0117 357 4444

Fax: 0117 353 2359

By Post: Rent Management, PO Box 595, Bristol BS99 2AW

By E-mail: rent.management@bristol.gov.uk

By Internet: www.bristol.gov.uk/payrent



24 hour rent payment line 0870 707 7776 (for touch tone phones).

Customer Service Points

If you would like to see someone in person you can visit any Customer Service Point. Please note opening hours are Monday, Tuesday and Thursday from 8.30am to 5pm, Wednesday 10.30 am to 5pm and Friday 8.30am to 4.30pm.

Bedminster

2-3 Waring House,
Redcliff Hill,
Redcliffe,
Bristol BS1 6TB.

Knowle

Salcombe House,
147 Salcombe Road,
Knowle,
Bristol BS4 1AB.

Central Bristol

Phoenix Court,
Bond Street South,
Bristol BS1 3PH.

Fishponds

Robinson House,
Hockeys Lane,
Fishponds,
Bristol BS16 3HL.

Lawrence Weston

Ridingleaze House,
Ridingleaze,
Lawrence Weston,
Bristol BS11 0QE.

Hartcliffe

Symes House,
Peterson Square,
Hartcliffe,
Bristol BS13 0BD.

Southmead

Southmead House,
Greystoke Avenue,
Southmead,
Bristol BS10 6BQ.

Out of hours emergencies

Tel: 0117 922 2050 Textphone: 0117 922 3892 Fax: 0117 922 2379

If you are unsure which team you need or you have a customers' services related enquiry you can email customer.servicepoints@bristol.gov.uk

TRANSLATIONS

If English is not your first language and you need a translation, we can get one for you.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以爲您安排。

GUJARATI

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

KURDISH

Heke inglîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

KOSOVAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾ ਲਿਖਣ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.



2005-2006
Promoting Racial Equality
2006-2007
Transforming the Delivery of
Services Through Partnerships
2007-2008
Healthy Schools
Preventing and Tackling
Anti-social Behaviour



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