

Bob and Dirk helped in Barnet

Bob was being charged been charged Council Tax at two addresses, with bailiffs instructed to recover the arrears. Citizens Advice GLA Caseworker was able to nearly halve his Council Tax liability. Bob thanked the adviser *'thank you so much Dear Irma. 🌹 have a nice weekend. 🌹'*



Dirk had been a self-employed delivery driver but was now unable work due to health issues; he had been unable able to pay for car insurance, had outstanding tax penalties, and was not receiving full Universal Credit Housing Allowance. He had also lost his ID documents.

We helped him filing a tax return and got the penalties and the car insurance costs cancelled. We also helped report UC changes so he could receive housing costs. Dirk felt that our advice had helped improve his health