

## Contact points

For further advice visit [www.direct.gov.uk/riotadvice](http://www.direct.gov.uk/riotadvice). You can follow the 'find my council' link there to identify your **Local Council**.

## Homes and householders

**Your Local Council:** 1 New Street, New Area AB1 2CB  
Telephone: 123 4567 8900 [www.abcdefgh.co.uk](http://www.abcdefgh.co.uk)

**Riot damage:** If you are not insured, or your insurance does not have 'riot cover', visit: [www.direct.gov.uk/riotadvice](http://www.direct.gov.uk/riotadvice) or call the claims bureau on **0845 641 4925**

**Victim Support:** Visit [www.victimsupport.org.uk](http://www.victimsupport.org.uk) for details of your local office or call the national Supportline **0845 30 30 900**, 9am–9pm Mondays to Fridays, 9am–7pm Saturdays and Sundays

## Businesses

**Your Local Council:** 1 New Street, New Area AB1 2CB  
Telephone: 123 4567 8900 [www.abcdefgh.co.uk](http://www.abcdefgh.co.uk)

**High Street Support Scheme:** Contact your Local Council. For further information visit: [www.communities.gov.uk/riotsupport](http://www.communities.gov.uk/riotsupport)

**Riot damage:** If you are not insured, or your insurance does not have 'riot cover', visit: [www.direct.gov.uk/riotadvice](http://www.direct.gov.uk/riotadvice) or call the claims bureau on **0845 641 4925**

**Tax queries:** Call **0845 366 1207**, 8am–8pm, 7 days a week (have your relevant taxpayer reference number to hand)

**Valuation Office Agency:**  
[www.voa.gov.uk/corporate/contact/index.html](http://www.voa.gov.uk/corporate/contact/index.html)



# Do you need help following the recent riots?

This leaflet gives sources of practical support and guidance if **your household** or **your business** has been affected by the recent riots.

The centre pages describe the help available. All contact points are repeated on the back page.



## Householders

Have you suffered damage to or the loss of your home – or is a member of your household particularly affected?

**Homelessness Support** – If you have been made homeless by the riots, you should contact your Local Council who will offer you advice and assistance. Councils can offer up to £5000 per household to meet temporary accommodation costs under the Government's scheme.

### *Contact your Local Council*

**Riot (Damages) Act** – If you have a legitimate claim for damage to or the loss of your home and contents as a result of the riots you may be able to make a claim to your local police authority, even if you have no insurance. This does not cover damage to vehicles or personal injury. You have 42 days from the day the damage took place to make your claim.

- If you are insured, contact your insurance company
- If you are not insured, or your insurance does not have 'riot cover', visit: [www.direct.gov.uk/riotadvice](http://www.direct.gov.uk/riotadvice) or call the claims bureau on **0845 641 4925**

**Council Tax** – Your Local Council may be able to provide a council tax discount or relief if you have been affected by the riots.

### *Contact your Local Council*

**Victim Support** – Any victim of the recent riots can contact Victim Support. This government-funded charity offers free and confidential practical advice, emotional support and information about the criminal justice process to victims of crime.

Visit [www.victimsupport.org.uk](http://www.victimsupport.org.uk) or call the national Supportline on **0845 30 30 900**, 9am–9pm Mondays to Fridays, 9am–7pm Saturdays and Sundays

## Businesses

Has your business been affected in some way by the riots?

**High Street Support Scheme** – If you are a local business, you can apply for financial support through your Local Council. This may be able to provide:

- hardship relief from business rates;
- assistance in getting you back up and running quickly; and
- help with exceptional business expenses.

### *Contact your Local Council*

For full details and relevant forms visit: [www.communities.gov.uk/riotsupport](http://www.communities.gov.uk/riotsupport)

**Riot (Damages) Act** – If you have a legitimate claim for damage to or loss of your business and its contents as a result of the riots, you may be able to make a claim to your local police authority, even if you have no insurance. This does not cover damage to vehicles, personal injury or loss of trade. You have 42 days from the day the damage took place to make your claim.

- If you are insured, contact your insurance company
- If you are not insured, or your insurance does not have 'riot cover', visit: [www.direct.gov.uk/riotadvice](http://www.direct.gov.uk/riotadvice) or call the claims bureau on **0845 641 4925**

**Tax queries** – If you are having difficulties with tax payments or need advice about your obligations as a result of the riots, contact the HMRC helpline.

Call **0845 366 1207**, 8am–8pm, 7 days a week. Have your relevant taxpayer reference number to hand.

**The Valuation Office Agency** – working with Local Councils, Valuation Office Agency staff have been visiting affected areas to assess quickly whether properties should be removed from the Rating and Council Tax Lists, or assessments reduced.

Call your local Valuation Office Agency office for advice. For contact details visit: [www.voa.gov.uk/corporate/contact/index.html](http://www.voa.gov.uk/corporate/contact/index.html)