

RICHMOND LEGAL ADVICE SERVICE

PLEASE: Before completing this form, read our leaflet: “How we can help you”
It contains information on what we can, and what we cannot, do for you.

| | | | |
|-----------------------------------------------|------------------------------|----------|------------------------|
| Your Name | Mr / Ms / Mrs / Other title: | | |
| | First name: | | |
| | Last name: | | |
| Your Address | Street | | |
| | Town | Postcode | |
| Telephone numbers | Home | | Mobile |
| | Email | | |
| Have you been to RLAS before? | Yes | No | About the same matter? |
| | | | Yes |
| | | | No |
| | | | Today's date |
| How and/or where did you here about us? | | | |
| If RLAS needs to contact you, can it do so by | | post | email |
| | | | telephone |

What type of problem are you facing? (Please circle appropriate area(s))

| | | | | |
|----------------------------------------------------------------------------------------------|-------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Debt/Personal Finance/Tax | Consumer/Contract | Property Ownership (House/Flat (leasehold)) | Landlord & Tenant (renting flats/rooms/etc) | Family/Relationship/ Divorce |
| Business | Crime | Education | Employment | Litigation |
| Neighbours (noise/nuisance/trespass/access to land/trees or plants/boundaries/party wall) | | Wills & Probate | Welfare benefits | Council (and parking (tickets/enforcement)) |
| The service(s) provided by a lawyer | | Other: | | |

Please give details of your problem

Provide as much relevant and factual detail as you can

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Aide memoire

- **Need to refer the client to a firm of solicitors?**
 - Have you checked our list of solicitors who undertake CLS-funded work?
 - Have you provided a copy to the client?
 - Have mentioned that many areas of legally aided help are not available in LB Richmond?
- **Is the client problem outside your areas of expertise?**—should another adviser be seeing the client?
 - Check the contact sheet sent with the rota for advisers' specialisms; and
 - when they are next giving advice
- **Is the client's problem more suitable to be handled by a CAB?**
 - If the client's problem relates to debt and/or welfare benefits then it is normally better for a CAB to deal with.
 - Check our list of local CABs, which notes the times/dates of opening.
 - Have you checked/given our debt note?

Advice given

| | | |
|----------------------------------------|--|------|
| Adviser | | Date |
| If you are making a referral, to whom? | | |