

ALL ABOUT BAILIFFS

A bailiff can visit your home if they believe someone in the home owes money to an official business or organisation.

Sometimes this can be a mistake and the bailiffs might have the wrong address or name. Bailiffs try to take items that will help pay off the money they think is owed.



What to do if you think a bailiff is at your door



- Do not open the door. You don't have to open the door.
- If you are home alone and under 12, refuse to speak to them. You don't have to speak to them.
- Bailiffs should never enter a home if there is no one over 16 there. You don't have to let them in.

Things they can't take

- Essential healthcare items
- Things that care for or belongs to children like toys and games.
- Pets
- Items needed for jobs or study up to a value of £1,350
- A vehicle with a blue badge for disability
- Things you need to live like a table and chairs, beds and bedding, cooker or microwave, washing machine and a phone.



If an adult in your life needs help with bailiffs, they can call us on 0808 27 87842 -10-4 Mon to Fri. If they are Deaf or Hard of Hearing they can call the Citizens Advice Text Relay service on 03444 111 445. They can also visit our [online advice form](https://citizensadvice.somerset.org.uk/how-can-we-help/email-advice-enquiry/) at <https://citizensadvice.somerset.org.uk/how-can-we-help/email-advice-enquiry/> and read [this information](https://www.citizensadvice.org.uk/debt-and-money/action-your-creditor-can-take/bailiffs/) <https://www.citizensadvice.org.uk/debt-and-money/action-your-creditor-can-take/bailiffs/>

