

Housing Advice

For homeowners and private tenants



Housing Advice

Contact details

Housing Advice Team,
Albert Jacob House
62 Roman Road,
Bethnal Green,
London E2 0PG

General enquiries telephone: **020 7364 3558**
Email: housing.advice@towerhamlets.gov.uk
Online information is available at:
www.towerhamlets.gov.uk



INVESTORS
IN PEOPLE | Silver

Community
Legal Service



Housing Advice Service

The Housing Advice Service is accredited by the Legal Services Commission and offers a free, confidential and independent service to people who live in private sector accommodation in Tower Hamlets.

The service offer advice and assistance to non-council tenants or leaseholders and homeowners. The earlier you contact us, the more likely it is that we can resolve your issue or prevent your homelessness. Please do not wait until you are actually homeless before contacting us.

If you are a council tenant with a housing problem which needs attention from the council in its capacity as a landlord then you should contact Tower Hamlets Homes on 020 7364 5015.

A team of housing advice officers and a money advice officer offer guidance and support to residents with housing-related problems and/or debts. Our main role is to prevent homelessness.

We can assist you if you are tenant of a private landlord or leaseholder and are:

- Are threatened with homelessness
- Have a Court hearing concerning your home
- Have problems with your tenancy/leasehold

We can give you advice about possible alternative housing options that may be available to you. In certain circumstances we can refer you to schemes which help with rent deposits or rent in advance.

Remember

It is a criminal offence for a Landlord or an agent to evict a residential occupier without a County Court Order, enforced by a Court Bailiff. Failure to follow the legal procedure is a criminal offence which the Local Authority has the power to prosecute offenders. Offenders may face substantial fines or even imprisonment if found guilty.

Gas safety

As a tenant you have a right to an annual safety check carried out on each gas appliance/flue by a Gas Safe registered engineer and receive a copy of the safety checks if you are about to move into rented accommodation

Money Advice Service

- Help with debt and welfare benefit
- Help with mortgage and rent repossession claims
- Financial management

We can maximise your income by checking you are receiving all benefits you are entitled to and help you draw up a budget. We can also speak to lenders on your behalf and may help in defending legal action taken against you for housing related debt if negotiations fail.

Frequently asked questions and useful links

For answers to the following frequently asked questions contact us on 020 7364 3558 or visit the attached links where available.

- **My landlord has asked me to leave**
- **My landlord lets himself into my property without my permission**
- **My landlord has threatened to throw me out**
- **My landlord is refusing to do repairs**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/16135/138298.pdf
- **What are my landlords' responsibilities when it comes to gas and electrical appliances**
<https://www.gov.uk/private-renting/your-landlords-safety-responsibilities>
- **My landlord will not give me my deposit back**
<https://www.gov.uk/tenancy-deposit-protection/if-your-landlord-doesnt-protect-your-deposit>
- **I live in a house in multiple occupation**
<https://www.gov.uk/private-renting/houses-in-multiple-occupation>
- **What benefits can I get?**
<https://www.gov.uk/browse/benefits>
- **Housing Benefit does not pay the full rent**
<https://www.gov.uk/housing-benefit>
- **I have debts that might make me lose my home**
<https://www.nationaldebtline.org/EW/information/bailiff-action/Pages/default.aspx#>
- **I have a problem paying the rent or mortgage, or service charges**
www.legaladvicecentre.org.uk
- **I need help to find somewhere to live**
http://www.towerhamlets.gov.uk/lgs/651-700/652_housing_information_and_ad.aspx
- **I don't have the money for a rent deposit**
http://www.towerhamlets.gov.uk/lgs/651-700/652_housing_information_and_ad.aspx

Our Customer Promise

When you meet us we will:

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

When you visit our offices we will:

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required
- See you in a private room if you prefer

When you phone us we will:

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

When you write to us by letter, email or fax we will:

- Reply within 10 working days
- Always try to use plain language

When we visit you in your home we will:

- Always show identity cards and treat your home with respect

We want your feedback ... including any complaints

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible.

To give us your feedback you can:

- Speak to a member of staff
- Call us on 020 7364 7262
- Write to us at Business Support Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at quality@towerhamlets.gov.uk

Other advisory agencies

Citizens Advice Bureau (welfare advice)

32 Greatorex Street,
London E1 5NP
Tel: 0844 826 9699
Drop-in sessions & telephone
advice Mon-Fri 9am-5pm

Island Advice

Island House, Roserton
Street, E14 3PG
Tel: 020 7987 9379
Leave a message and they
will call you back

Toynbee Hall (Welfare, debt & legal advice)

28 Commercial Street,
E1 6LS
Tel: 020 7247 6943
Tuesdays from 7pm, no
appointment needed

Step Change Debt Charity (Debt)

Tel: 0800 138 1111
Web: www.stepchange.org

Bromley-by-Bow Advice Centre (Welfare, debt & legal advice)

Tel: 020 8709 9700

Legal Advice Centre (Welfare, debt & housing advice)

Tel: 020 8980 4205

Praxis Community Project (Immigration, housing & welfare advice)

Tel: 020 7729 7985

Tower Hamlets Law Centre (Welfare, Housing & Immigration)

Tel: 020 7247 8998

Consumer Credit Counselling Service

Freephone 0800 138 1111
Mon to Fri 8am-8pm

Claim the Max (welfare benefit – Call for appointment)

Telephone 020 7247 1050
Mon to Fri 9.45am-4pm

Monday - Friday
9.00am - 5.00pm



THHA/08/23

For free translation phone

Për një përkthim falas telefononi
للترجمة المجانية الرجاء الاتصال هاتفياً.
বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

Za besplatne prevode pozovite
欲索取免費譯本，請致電。

Pour une traduction gratuite, téléphonez
Για δωρεάν μετάφραση, τηλεφωνήστε.
મફત ભાષાંતર માટે ફોન કરો.

निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

بو ته رجومه كردنى به خورايى ته له فون بكه بو
Del nemokamo vertimo skambinkinte
സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക

Po bezplatne tłumaczenia prosimy dzwonic
Para uma tradução grátis, telefone.

ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

Перевод – бесплатно. Звоните.
Para obtener una traducción gratuita llame al:
Turjubaan lacag la'aan ah ka soo wac telefoonka
இலவச மொழிபெயர்ப்புக்கு தோலைபேசி செய்யவும்.

Ücretsiz çeviri için telefon edin.

Điện thoại để được thông dịch miễn phí.

مفت ترجمے کے لئے ٹیلیفون کیجیے۔

For translation, large print or braille phone

020 8430 6291

© Newham Language Shop