Housing advice

Helping you to find a home

Helpful Contacts and Support Agencies
Further help and support

The details below provide information about where you can obtain further help and support on a range of housing issues. We have also included details for other Council services as well as statutory and voluntary organisations.

The first point of contact for adults who may need advice or social care assistance should be:

**Access Team**
Flanders Way
205 Morning Lane
Hackney
London
E9 6JX
Phone: 020 8356 6262

Advice and support for older people:

**Age Concern**
22 Dalston Lane
London
E8 3AZ
Phone: 0800 917 9830
020 7241 2299 (Winter emergency helpline running from November to March)
Email: info@ageconcerhackney.org.uk
Website: www.ageconcernhackney.org.uk
Advice and counselling for people with alcohol problems, their families and friends:

**Alcohol Problems**
City and Hackney Alcohol Service
Phone: 020 8525 1313
Email: info@chalcoholservice.org.uk
Website: www.admin@chalcoholservice.org.uk

**Alcoholics Anonymous**
Phone: 0845 7697 555 (24hr national helpline)

Assistance, including temporary housing, to unaccompanied asylum seekers aged 16 to 17 years and people subject to immigration control:

**Asylum Support Team**
Phone: 020 8356 6024
Email: asylumsupport@hackney.gov.uk
Website: www.hackney.gov.uk/asylumsupport

**Services for children:**
Children and Young People Services
Phone: 020 8356 5500
020 8356 4500
(After hours) 020 8356 2300
Email: info@hackney.gov.uk
Free independent, confidential advice to everyone on legal, money and other issues:

**Citizen Advice Bureau**
236 – 238 Mare Street,  
London E8 1HE  
Phone: 020 8525 6350  
Website: www.eastendcab.org.uk

491 – 493 Kingsland Road,  
London E8 4AU  
Phone: 020 7249 8027  
Phone: 0870 126 4013  
(24hr recorded information and advice)  
Website: www.eastendcab.org.uk

Information about how you can pay your Council Tax and Council Tax benefits:

**Council Tax Service**  
Phone: 020 8356 3154  
Email: info@hackney.gov.uk  
Website: www.hackney.gov.uk.counciltax

**Council Tax Benefits**  
Phone: 020 8356 3399  
Website: www.hackney.gov.uk/benefits
Services to tackle anti-social behaviour:

**Crime and Anti-Social Behaviour Service**  
Phone: 020 8356 3030  
Email: safercommunities@hackney.gov.uk  
Website: www.hackney.gov.uk/safercommunities

Confidential advice, advocacy, information, support and counselling for anyone experiencing domestic violence, racial or homophobic harassment:

**Domestic Violence and Hate Crime**  
Phone: 0800 056 0905  
Email: safercommunities@hackney.gov.uk  
Website: www.hackney.gov.uk/safercommunities

Occupational therapy for anyone with a permanent and substantial physical disability for all ages:

**Disability Assistance**  
Phone: 020 8356 6262  
Email: info@hackney.gov.uk  
Website: www.hackney.gov.uk/ot

Applications for disabled persons Freedom Passes, Blue Badges, Companion Badge and information about disabled parking:

**Disability (Travel Permits and Parking)**  
Phone: 020 8356 6825  
Email: access@hackney.gov.uk
Advice and counselling for people with drug problems, their families and friends:

**Hackney Drug Action Team**  
Phone: 020 8356 2180  
Email: admin@hackdat.org  
Website: www.hackneydat.org.uk

**National Drugs Line**  
Tel 0800 77 66 00 (24hr national helpline)  
Web: www.talktofrank.com

Out of hours emergencies after 6pm or at the weekend:  
Emergency Number for Council Services  
Phone: 020 8356 2300

Removal of graffiti from Hackney Homes owned properties:

**Graffiti Removal – Hackney Homes properties**  
Hackney Homes  
Phone: 020 8356 6688  
Email: repairs.RCC@hackney.gov.uk  
Website: www.hackneyhomes.org.uk

Removal of graffiti from public and private property:

**Graffiti Removal - public and private property**  
Phone: 020 8356 6688  
Email: info@hackney.gov.uk  
Website: www.hackney.gov.uk/graffiti
Legal advice on housing:

**Hackney Community Law Centre**  
8 Lower Clapton Road  
London E5 OPD  
Phone: 020 8985 8364  
(advice line, Mon - Fri 10am - 1pm)  
Reception: 020 8985 5236 (mon - Fri 9.30am - 5.30pm)  
Email: info@hclc.org.uk

Local voluntary and community organisations:

**Hackney Council for Voluntary Service**  
Phone: 020 7923 1962  
Email: info@hcvs.org.uk  
Website: www.hcvs.org.uk

Permanent accommodation provided through the Council:

**Hackney Homes**  
Local services for Hackney Homes tenants and leaseholders.  
Phone: 020 8356 3691  
Email: info@hackneyhomes.org.uk  
Website: www.hackneyhomes.org.uk.

**Complaints**  
Phone: 020 8356 5022  
Email: Housing.Complaints@Hackneyhomes.org.uk

**Estate Safety**  
Phone: 020 9356 1902/  
020 9356 1906  
020 8356 3333 (Drugs Hotline)  
Email: crackdown@hackneyhomes.org.uk
Leaseholder Services
Phone: 020 8356 2100
Email: Leaseholders@hackneyhomes.org.uk

Neighbourhood Offices

De Beauvoir and Queensbridge
Phone: 020 8356 6600

Homerton
Phone: 020 8356 7800

Shoreditch
Phone: 020 8356 6705

Stamford Hill (North East)
Phone: 020 8356 6500

Stoke Newington (North West)
Phone: 020 8356 6100
  020 8356 6151
  020 8356 6152

Right to buy
Phone: 020 8356 2010
Email: rtb@hackneyhomes.org.uk

Repairs
Phone: 020 8356 3691
Email: repairs.rcc@hackneyhomes.org.uk

Tenant Involvement
Phone: 020 8356 7845

Tenant Management Organisations
Phone: 020 8356 3691

Woodberry Down Regeneration
Phone: 0800 694 2109
Email: wdrt@hackneyhomes.org.uk
Sheltered housing schemes and other support services for older people:

**Hanover in Hackney**
18 London Lane
London
E8 3PR
Phone: 020 8525 5001
Website: www.hanoverinhackney.org.uk

Care and support to vulnerable adults and older people to help them remain independent and in their own home:

**Home Care**
Phone: 020 8356 8880
Email: info@hackney.gov.uk
Website: www.hackney.gov.uk/homecare

Information about Housing Benefit regulations and how to apply:

**Housing Benefits Service**
Phone: 020 8356 3399
Email: benefits.callcentre@hackney.gov.uk
Website: www.hackney.gov.uk/benefits

Information on asylum and immigration matters for the United Kingdom:

**Immigration and Nationality Directorate**
Lunar House
40 Wellesley Road
Croydon CR9 2BY
Phone: 0870 606 7766
Website: www.ind.homeoffice.gov.uk
Email: UKBApublicenquiries@ukba.gsi.gov.uk
Advice on jobs and training for the employed and financial assistance for the unemployed:

**Jobcentre Plus**
Jobcentre offices at Dalston, Hackney and Hoxton.
Phone: 020 8218 8166 or
Freephone 0800 055 6688
Website: www.jobcentreplus.gov.uk

**Education services:**
The Learning Trust
Phone: 020 8820 7000
Email: info@learningtrust.co.uk
Website: www.learningtrust.co.uk

Specialist help in resolving disputes between neighbours, family members:

**Mediation Service**
Phone: 020 8356 4794
Email: mediation@hackney.gov.uk
Website: www.hackney.gov.uk/mediation

24 hour telephone advice on health is provided by the National Health Service free and confidential helpline:

**NHS Direct**
Phone: 0845 4647
Website: www.nhsdirect.nhs.uk/
Mental health and social care services for people with mental health difficulties:

**Adult Mental Health Services**  
Phone: 020 7275 1000  
Website: www.elcmht.nhs.uk

Services for older people, including meals-on-wheels, transport to day centres and lunch clubs:

**Meals and transport**  
Phone: 020 7275 7092  
Email: info@hackney.gov.uk  
Website: www.hackney.gov.uk/olderpeople

Advice, support and refuge spaces for women and children affected by domestic violence:

**The Nia project**  
PO Box 6566  
London  
E8 3ST  
Phone: 020 7683 1210  
020 7683 1270  
0808 2000 247 (24hr National Helpline)  
Email: info@niaproject.info  
Website: www.niaproject.info

Complaints about excessive noise:

**Noise Pollution Service**  
Phone: 020 8356 4455  
Email: info@hackney.gov.uk  
Website: www.hackney.gov.uk/ee-pollution-noise
Short term home care for vulnerable and older people leaving hospital:

Older People
First Response Provider Team
Phone: 020 8356 4630
Email: info@hackney.gov.uk
Website: www.hackney.gov.uk/homecare

Independent secure housing for older people:

Supported Housing (24 hr support service)
Phone: 020 8356 6262
Email: info@hackney.gov.uk
Website: www.hackney.gov.uk/olderpeople

Enforcement of standards in both privately rented and owner occupied housing in Hackney through advice, grant aid, and statutory enforcement action:

Private Sector Housing
Phone: 020 8356 4866
Email: private.sector.housing@hackney.gov.uk

Treatment of vermin and infestations at private residential and non residential properties:

Pest Control
Phone: 020 8356 6688
Email: info@hackney.gov.uk
Website: www.hackney.gov.uk/hygiene
Information and assistance on a broad range of housing issues:

**Shelter**
88 Old Street
London
EC1V 9HU
Phone: 0808 800 4000
Website: www.shelter.org.uk/adviceonline

Enforcement of legislation to protect consumers and Energy Performance Certificates:

**Trading Standards Service**
Phone: 020 8356 4929
Email: info@hackney.gov.uk
Website: www.hackney.gov.uk/tradingstandards
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