



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@ageconcernhackney.org.uk](mailto:info@ageconcernhackney.org.uk)  
Website: [www.ageconcernhackney.org.uk](http://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](mailto:info@chalcoholservice.org.uk)

Website: [www.admin@chalcoholservice.org.uk](http://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](mailto:asylumsupport@hackney.gov.uk)

Website: [www.hackney.gov.uk/asylumsupport](http://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](mailto: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](http://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](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk.counciltax](http://www.hackney.gov.uk.counciltax)

**Council Tax Benefits**

Phone: 020 8356 3399

Website: [www.hackney.gov.uk/benefits](http://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](mailto:safercommunities@hackney.gov.uk)

Website: [www.hackney.gov.uk/safercommunities](http://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](mailto:safercommunities@hackney.gov.uk)

Website: [www.hackney.gov.uk/safercommunities](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/ot](http://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](mailto: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](mailto:admin@hackdat.org)

Website: [www.hackneydat.org.uk](http://www.hackneydat.org.uk)

### **National Drugs Line**

Tel 0800 77 66 00 (24hr national helpline)

Web: [www.talktofrank.com](http://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](mailto:repairs.RCC@hackney.gov.uk)

Website: [www.hackneyhomes.org.uk](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/graffiti](http://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](mailto:info@hclc.org.uk)

Local voluntary and community organisations:

**Hackney Council for Voluntary Service**

Phone: 020 7923 1962

Email: [info@hcvs.org.uk](mailto:info@hcvs.org.uk)

Website: [www.hcvs.org.uk](http://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](mailto:info@hackneyhomes.org.uk)

Website: [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk).

**Complaints**

Phone: 020 8356 5022

Email: [Housing.Complaints@Hackneyhomes.org.uk](mailto:Housing.Complaints@Hackneyhomes.org.uk)

**Estate Safety**

Phone: 020 9356 1902/

020 9356 1906

020 8356 3333 (Drugs Hotline)

Email: [crackdown@hackneyhomes.org.uk](mailto: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](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/homecare](http://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](mailto:benefits.callcentre@hackney.gov.uk)

Website: [www.hackney.gov.uk/benefits](http://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](http://www.ind.homeoffice.gov.uk)

Email: [UKBApublicenquiries@ukba.gsi.gov.uk](mailto: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](http://www.jobcentreplus.gov.uk)

**Education services:**

The Learning Trust

Phone: 020 8820 7000

Email: [info@learningtrust.co.uk](mailto:info@learningtrust.co.uk)

Website: [www.learningtrust.co.uk](http://www.learningtrust.co.uk)

Specialist help in resolving disputes between neighbours, family members:

**Mediation Service**

Phone: 020 8356 4794

Email: [mediation@hackney.gov.uk](mailto:mediation@hackney.gov.uk)

Website: [www.hackney.gov.uk/mediation](http://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/](http://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](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/olderpeople](http://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](mailto:info@niaproject.info)

Website: [www.niaproject.info](http://www.niaproject.info)

Complaints about excessive noise:

**Noise Pollution Service**

Phone: 020 8356 4455

Email: [info@hackney.gov.uk](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/ee-pollution-noise](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/homecare](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/olderpeople](http://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](mailto: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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/hygiene](http://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](http://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](mailto:info@hackney.gov.uk)

Website: [www.hackney.gov.uk/tradingstandards](http://www.hackney.gov.uk/tradingstandards)

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

### Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

### Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

### French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

### Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

### Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

### Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

### Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

### Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

### Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھنے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

### Chinese

如果你想知道這分文件的詳細內容，請在方格內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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Name:

Address:

Tel:

**Return to:** Hackney Housing Options and Advice  
Ground Floor, Christopher Addison House,  
72 Wilton Way, Hackney, E8 1BJ

