

Introduction by Cllr Jamie Carswell

Finding a home in London has always been difficult. Recent trends in the housing market have made it more so. House prices have climbed rapidly, making it more difficult to get on the bottom rung of the home ownership ladder. This in turn means more people need to find rented accommodation, making it even more scarce and expensive. Private landlords will charge market rents, but Housing Benefit can help to meet these costs. Information on Housing Benefit can be found in Leaflet 9.

Council housing is also under great pressure. It is unfortunate, but true, that the vast majority of applicants on the Housing Register will never be housed. Many former local residents have successfully found council or housing association homes in other parts of the country. Some have benefited from low-cost home ownership initiatives, such as Shared Ownership. Others have appreciated the availability of temporary and emergency accommodation when they've found themselves in a housing crisis or homeless.

Whatever your circumstances, you can find help, advice and useful ideas in the list of Hostels and Useful Contacts. We have a number of general information leaflets to help if you are homeless; want to join the Housing Register (Waiting List) or want to find a home. Please ask if these are now available at reception. I hope they prove helpful. Good luck in your search for a new home.

Hostels near Hackney (please note: there is a separate Housing Department leaflet detailing Direct Access Hostels throughout London) The hostels listed below are Direct Access. You can approach them yourself without being referred by an agency, such as Probation or Social Services.

Aldgate Hostel

7 Dock Street
London E1 8JN

Tel: 020 7481 1326

Direct Access Hostel

Arlington House

220 Arlington Street
Camden Town
London NW1 7HE

Tel: 020 7482 3374

Direct Access Hostel

Centrepoint

Neil House,
7 Whitechapel Road,
London, E11DU

Tel: 020 7426 5300,

Web: www.centrepoint.org.uk

Aims to supply a range of supported accommodation for homeless young people aged between 16 and 25.

Salvation Army

Booth House
153-175 Whitechapel Road,
Whitechapel, London, E11DP

Tel: 020 7392 9490

Direct Access Hostel

Specialised Accommodation

Ackee Housing Project

103 Stoke Newington Road,
London N16 8BX

Tel: 020-7254-5159

Young Single Homeless black women, w/ medium support needs
Drug or Alcohol problems, or those with history of Violence
17 - 21 Self or Agency

Bridge HA

Darnley Road
379-381 High Road,
London NW10 2JR

Tel: 020-8986-4237

Mental Health issues, Brent Connection/ Drug Problems
History of violence / current substance abuse or problems in group homes
18 - 65 Self or Agency

City & Hackney MIND

Alexandra House
8-10 Tudor House,
E9 7SN

Tel: 020-8985-4239

Local connection to LB Hackney or City Of London mental health
Current drug or alcohol problem.
18 - 65 Self or Agency

City & Hackney MIND

Whiston Road
E2 8BW

Tel: 020-7613-5326

People w/ mental health problems, linked to LB Hackney or London
Those w/ high support needs that can't be met by the project
18 - 65 Self or any support agency, initial contact by phone
Minimum: 6 months Maximum: any Infrequent. Operate a waiting list

Eaves Housing for Women

2nd Floor , Lincoln House
1-3 Brixton Rd SW

Tel: 020-7735-2062

Single women w/ med. Support needs
or in need of supported housing Women
who subject others to forms of discrimination
16 - 60

NACRO Housing In London

159 Clapham Road
London SW9 0PU

Tel: 020-7840-6480

Single homeless people additional support needs. Ex-offenders
Those with high support needs that can't be met by the project 17 - 65 Self or agency.
Phone for vacancies

Shepherd House Project.

Unit 3, 25 Downham Rd
London N1 5AA

Single homeless ex-offenders w/low/medium multiple support needs
Those with convictions for arson or history of violence, drug dependency
18 - Any Self or Agency. Phone in 020-7275-7611

Spitafields Crypt

Shoreditch Alcohol Rehab
Shoreditch High St.
London E1

Tel: 020-7247-7766

Rough sleepers, alcohol problems & willing to address them.
All applicants will be considered on a case by case basis
23 - 70

Stonewall Housing

2a Leroy Business Centre,
436 Essex Rd.
London N1 3QP

TEL:020-7359-5767

Young lesbians and gay men w/low/medium support needs
People w/ith history of arson & those known to be violent or dependent on drugs/alcohol
16 - 25

Women's Alcohol Centre

66a Drayton Park
London N5 1ND

Tel: 020-7226-4581

Women problem drinkers reasonable level of sobriety
No automatic exclusions
18 - Any

ADVICE AGENCIES

The organisations listed below provide advice, information and, in some cases, representation.

Advisory Service for Squatters

2 St Pauls Road,
London, N1 2QN

Tel: 020 7359 8814

Email: advice@squat.freeseve.co.uk

Web: www.squat.freeseve.co.uk

Services include giving practical and legal advice to homeless people, and in particular, to squatters.

Age Concern Hackney

Information Service
22 Dalston Lane,
London, E8 3AZ

Tel: 020 7249 7149

infoservice@ageconcernhackney.org.uk

www.ageconcernhackney.org.uk

The information line aims to answer queries on any subject or to put caller in touch with someone who can. Runs a drop-in service as well as a free helpline.

Citizens Advice Bureau

Hackney Mare Street CAB
236-238 Mare Street,
London, E8 1HE

Tel: 0208 525 6350 (General Office),

marestreet@hackneycab.org.uk
Web: www.adviceguide.org.uk

Free and confidential advice
and information to the public on a wide range of subjects.

City and Hackney MIND

Legal Advice Surgery
8-10 Tudor Road
London, E9 7SN

Tel: 020 8525 2327 (info and appointments)

The City and Hackney MIND Legal Advice Surgery is a free service available
for people experiencing mental health difficulties.

Finsbury Park Action Group

Alexandra National House,
330 Seven Sisters Road,
London, N4 2PJ

Tel: 020 8802 2612
Email: fpag.advice@virgin.net

Aims to improve the quality of life for people living and working in Finsbury Park.

Gems Outreach

10 Kempton House,
Phillipp Street,
London, N1 5PE

Tel: 020 7923 7986 or 020 7359 0804

mailbox@gemsoutreach.co.uk
Web: www.gemsoutreach.co.uk

Drop-in community centre for resettlement support, meals service, housing advice
and accommodation referrals.

Hackney African Organisation

African Hall,
22 Ashwin Street,
London, E8 3DL

Tel: 020 7249 3420

A community centre and advisory services on housing, welfare rights,
immigration and nationality and community development.

Hackney Community Law Centre

8 Lower Clapton Road,
London, E5 0PD

Tel: 020 8985 8364 (advice line)

Free legal advice and representation for those who live or work in Hackney.
General telephone advice plus specialist legal work.



Halkevi - Turkish/Kurdish Community Centre

92-100 Stoke Newington Road,
London, N16 7XB

Tel: 020 7249 6980

Provides a comprehensive service for the Kurdish/Turkish refugee communities in London, catering for their welfare, social health and educational needs.

Hoxton Trust Legal Advice Service

156 Hoxton Street,
London, N1 6SH

Tel: 020 7613 4174

Voluntary Agency providing advice on benefits, debt, housing, employment, consumer, immigration, education and some small personal injury.

NACRO

National Association for the Care and Resettlement of Offenders

169 Clapham Road,
London, SW9 0PU

Tel: 020 7582 6500

Email: communications@nacro.org.uk ,
Web: www.nacro.org.uk

Resettlement of offenders, prevention of crime and policy advice.

Shelterline (phone only),
London

Tel: 020 7505 4699

info@shelter.org.uk
Web: www.shelter.org.uk

Shelter believes that everyone should be able to live in a decent, and affordable home, within a strong community.

Womens Link

Womens Housing Advice In London
Rooms 417-419,
London Fruit and Wool Exchange,
Brushfield Street,
London, E1 6EL

Tel: 020 7248 1200 (helpline),

Email: advice@hostels.org.uk
Web: www.womenslink.org.uk

Women's Link is an advisory service in London for women having housing difficulties

Agencies Offering Specialist Support Services

Support means assistance and advice from a dedicated worker to cover a wide range of problems for each client

Hackney Community Drug Services

19 - 20 Tudor Grove,
London, E9 7QL

Tel: 020 8985 3757

hackney@addaction.org.uk
www.addaction.org.uk

Support and Key Working regarding substance use/misuse, for users and families. Crisis intervention and management. GP shared care and numerous community development services.

AddAction Harm Reduction Team

228 Cambridge Heath Road,
London, E2 9NN

Tel: 020 8880 7780

harmreduction@addaction.org.uk
Web: www.addaction.org.uk

Advice information and support with drug related issues and concerns, referrals to drug treatment, health, social care, and other community based services, health promotion and health checks by the Project Nurse, free needle exchange and condoms for injecting drug users.

Alone in London

188 Kings Cross Road,
London, WC1X 9DE

Tel: 020 7278 4486 (admin)

alone@als.org.uk
Web: www.als.org.uk

Advice, family mediation and advocacy service, housing and resettlement support service for single homeless people aged 16 to 25.

City and Hackney Alcohol Service

Tower View House,
134 Kingsland Road,
London, E2 8DY

Tel: 020 7613 1313 (helpline)

adminz@chalcoholservice.org.uk

Aims to reduce the level of harm arising from alcohol misuse by the provision of treatment services, education and training and misuse prevention.

Homerton Space Project

51 Chelmer Road,
London, E9 6AY

020 8986 4308 (helpline)

info@homertonspace.org.uk

Aims to provide safe living space and support services to single young homeless people, to help them into independent living and sustain their tenancies.

Off Centre Hackney Young People's Counselling

Advice and Information Service
25-27 Hackney Grove
London, E8 3NR

Tel: 020 8986 4016

info@offcentre.org.uk
Web: www.offcentre.org.uk

Off Centre provides free, confidential counselling to 13-25 year olds in Hackney. Also offers advice and information on issues that affect young people, including housing, homelessness.

St Botolph's Project Advice Centre

Aldgate Advice Centre,
Aldgate High Street,
London, EC3N 1AB

Tel: 020 7283 1950

advicecentre@stbotolphsproject.org.uk
www.stbotolphsproject.org.uk

Aims to achieve a lasting reduction of homelessness in London by enabling single homeless people to achieve an optimum level of independent living within permanent accommodation that is suited to their needs.

St John-at-Hackney Community Space Centre

St John-at-Hackney Church,
Lower Clapton Road,
London, E5 0PD

Tel: 020 8985 6707

Pauline.MacDonald@communityspace.org.uk

Day Centre for members of the community disadvantaged by poverty, homelessness, isolation, unemployment and ill health. Our main aim is to prevent further homelessness.

St Mungo's Regional Office

1 Hercules Place, Holloway,
London N7 6AL

Tel: 020 7263 3800

Fax: 020 7263 9327

Our mental health team, as well as some of our supported housing and resettlement staff are based here.

Free Food and Clothing

This is available according to the conditions for each agency listed below

Dellow Centre

82 Wentworth Street,
London E1 7SA

Tel: 020 7375 3915

Mon-Sat 1.00pm-4.00pm

Dunloe Centre

St Saviour's Priory
Queensbridge Road
London E2 8NS

Tel: 020 7739 9976

Tuesday 10.30am-12noon

Finsbury Park Street Drinkers Initiative

91-93 Tollington Way
London N7 6RE

Tel:020 7263 4140

Monday-Thursday 9.30am- 3.00pm, hot meal 12-3pm

showers, telephone, advice, information, housing support, assistance with ID, passports, legal help in contacting families, access to substance use services, access to an Irish specific worker.

Gems Outreach Mayville Community Centre

Woodville Road
London N16 8NA

Tel:020 7359 0804 for office,

020 7684 0128 for messages

Fax: 020 7729 8801

Mon-Fri 10am – 4pm

Clients visiting the Mayville Community Centre must make an appointment.
3 Green Lanes
London N16 9BS

Mon-Fri 10am-4pm Provides housing & benefit advice, tenancy support and referrals for single homeless people

Factory Community Centre

107 Matthias Road
London N16

Thursday 7-9pm

Regan Way Community Hall Off Purcell Street, N1 (Hoxton Market) Friday 7pm-9pm

Manna Centre

6 Melior Street, SE1 3QP
(London Bridge tube station or 48 bus – off St Thomas St)

Tel: 020 7403 1931 for Centre.

(for Admin -0207379363)

Mon, Tues, Wed, Thurs, Fri, Sat, Sun – 9.30am-1.30pm Breakfast, lunch, showers, basic housing and welfare advice. Clothing Store 2nd and last Sunday every month. Health support services.

MAHU

St James' Church
Lower Clapton Road,
London E5

Tel: 0208919 5600

Sat. eve. 8pm-9pm Soup & Sandwiches



North London Action for the Homeless

Our Lady of Good Counsel,
Bouverie Road,
London N16 CAJ

Tel: 020 8802 1600

Tuesday 12noon-1.30pm and Thursday 7.00-8.00pm

Our Lady of Good Counsel

Bouverie Road,
London N16 CAJ

Tel: 020 8800 5250

Saturday 1.30 – 3.00pm Legal Advice (see also NLAH provision)

St Ignatius Church

27 High Road
Stamford Hill,
London N15 6ND

Tel: 020 8800 2121

Every day – 2.00pm-3.00pm (sandwiches and tea)

St John at Hackney Community Space Centre

Lower Clapton Road,
London E5

Tel: 020 8985 6707

Mon, Tues, Wed, Thurs – 10.00am-12noon
various activities and provision

St Mary's Church Crypt

Upper Street,
Islington,
London N1

Tel: 020 7226 3400

Mon – 11.30am-1.30pm (soup and sandwiches)

Thurs- 7.00pm-9.00pm (Legal Aid advice)

Seventh Day Adventist Church

Yoakley Road,
London N16

Tel: 020 8800 8422

Wed – 11.00am-2.00pm Open Doors – hot meal, clothes, advice

Also every Sunday from 8.00pm in The Strand/ Spitalfields – clothes and food

The Shoreditch Drop-In Centre

St Leonard's Church,
Shoreditch High Street,
London E1

Tel: 020 7739 0566

Tues, Wed & Fri – 2.00pm –4.00pm (hot drinks, sandwiches, chat, advice)

Mon, Wed, Thurs, Fri 10-12noon and Tues 9.30-11.00am

Shoreditch Tabernacle Baptist Church

20 Hackney Road,
London E2 7NS

Tel: 020 7739 8120

Sat – 3.00pm-7.00pm

The Union Chapel (Highbury Corner)

The Vestry, Compton Avenue, Islington,
London N1 2XD

Tel: 020 7359 4019

Sunday 2.00pm-5.00pm (hot food, drinks, clothing, showers, washing m/c, drying m/c)

Mon and Tues a.m. Art class, Tues am Writers & poetry workshop

Whitechapel Mission

212 Whitechapel Road,
London E1 1BJ

Tel: 020 7247 8280

Thurs-Tues – 6.00am-11.00am (Doctor available on Sunday)
(Has shower and toilet facilities)

OTHER USEFUL CONTACTS

These provide specialist services, described below:

Anchor Staying Put Hackney

133 Stoke Newington High St
London N16 0PH

Tel: 0207 249 4543 / 6012

Anchor's 'Moving On' service provides information, advice, support and practical help for older owner-occupiers and private tenants in Hackney to help them stay in their homes.

Domestic Violence/Racial Harassment Team

Christopher Addison House,
72 Wilton Way,
London, E8 1BJ

Tel: 020 8356 4459 (info line),

natasha.landiers@hackney.gov.uk

www.hackney.gov.uk/housing.htm

offers advice, advocacy,
information, support and counselling.



Elderly Accommodation Counsel

3rd Floor, 89 Albert Embankment,
London, SE1 7TP

Tel: 020 7820 1343 (helpline)

enquiries@e-a-c.demon.co.uk ,
www.housingcare.org

Elderly Accommodation Counsel is a registered charity that maintains a nationwide database of all forms of accommodation for older people.

Housing Advice and Homelessness Centre

Christopher Addison House,
72 Wilton Way,
London, E8 1BJ

Tel: 020 8356 5843/5849/5869 (Housing Advice Duty Line),

info@hackney.gov.uk
www.hackney.gov.uk/housing.htm

The main Council Housing Advice and Homelessness centre for the London Borough of Hackney is in Christopher Addison House, at the rear of Hackney Town Hall on the corner of Hillman Street and Wilton Way. It gives free, confidential advice on a range of housing matters if you are homeless or likely to become homeless, looking for somewhere to live, a private tenant or housing association tenant, a home owner or a landlord.

Thames Reach Bondway

Gem House,
122-126 Backchurch Lane,
London, E1 1ND

Tel: 020 7702 4260 (general enquiries),

www.thamesreachbondway.com

Thames Reach Bondway works with men and women who sleep rough in Central London and other vulnerable homeless people.

Youth Offending Team

55 Daubeney Road,
London, E5 0EE

Tel: 020 8533 7070

info@hackney.gov.uk

www.hackney.gov.uk/socialservices.htm Provides assessments and interventions with young people at risk of offending in order to reduce offending





