

Housing Support and Advice

Ealing Housing Solutions

Help and information on housing issues, housing solutions can direct people to the right housing team. This includes advice for people who are homeless or may be at risk of homelessness.

If a face to face meeting is preferable, people may come to the Ealing Council at the council's main office: Perceval House, 14-16 Uxbridge road, Ealing, London W5 2HL.

On arrival, people will be issued with a ticket that gets them into a que to talk to a duty officer from the housing team most appropriate to their needs.

Phone: 020 8825 8888

Email: housadv@ealing.gov.uk

Ealing Handyperson scheme

Supports with minor jobs in the home for older, disabled or otherwise vulnerable people. The Home Improvement Agency administers the Handyperson Service and will assist with all aspects of the grant process. Types of work may include; removing condensation mould, replacing lightbulbs, initial help after leaving hospital (setting heating, shopping etc.) Labour costs are free, but there will be a charge for materials unless these are received free by the council.

The clients must be either:

- Aged 60 or over (and not in paid employment)**
- or Disabled**
- or A single parent in receipt of an income-related benefit* living with child(ren) under 16.**

Phone: 020 8825 6070

Email: housinggrants@ealing.gov.uk

Ealing Advice Service (EAS)

The Ealing Advice Service (EAS) is a generalist advice service providing free, confidential and impartial advice and assistance in the areas of welfare benefits, housing, debt, employment, immigration, family, health, community care, consumer and education. The service can be contacted via the advice line for advice on rights, responsibilities and for preliminary advice to take action regarding the enquiry. Where appropriate, clients will be signposted and referred to appropriate national and community based services, including EAS appointments. The EAS is open Mon-Fri 10am -5pm (Open until 7pm on Wed).

Phone: 0300 012 5464

Website: <http://ealingadvice.org/>

Ealing Equality Council

Ealing Equality Council work with several local legal aid solicitors who help give free 15 minute appointments in the following areas: housing, tenancy, debt, family, employment. Please ring to make an appointment.

Phone: 0208 231 2575

Website: <http://ealingequalitycouncil.org.uk/what-we-do/>

Shelter

Shelter provides advice, support, and also offer legal services to people struggling with bad housing , or homelessness.

Services offered include: face to face appointments, online chat sessions with a professional advisor, and also a free helping open 365 days a year.

Information is also available on the website sectioned into topics which are relevant to the individual's situation such as ' EU citizen living in UK' or Domestic Violence.

If an individual feels overwhelmed about their housing situation or think they are at risk of homelessness, they can call the Emergency line on 0808 1644 660, alternatively they can contact the helpline (see below)

Phone: 0808 800 4444

Website: https://england.shelter.org.uk/get_help

Useful Websites

Citizens Advice

The Citizens advice website offers all types of advice and information around housing, debt and money, benefits etc. Information around housing includes but is not limited to, discrimination in housing, rent arrears, homelessness, renting and advice on handling problems with a landlord.

Website: www.citizensadvice.org.uk