

Useful Websites

www.adviceguide.org.uk

www.ageuk.org.uk

www.carers.org

www.cccs.co.uk

www.communitylegaladvice.org.uk

www.consumerdirect.gov.uk

www.directgov.org.uk

www.disabilityalliance.org

www.dls.org.uk

www.dwp.gov.uk

www.inlandrevenue.gov.uk

www.jobcentreplus.gov.uk

www.mind.org.uk

www.moneymadeclear.fsa.gov.uk

www.nationaldebtline.co.uk

www.shelter.org.uk

www.thepensionservice.gov.uk

www.towerhamlets.gov.uk

Tower Hamlets Council

Tower Hamlets Housing Advice Service

Albert Jacob House, 62 Roman Road E2 0PG

Tel: 020 7364 3558

Advice and casework for private sector residents including, security of tenure, mortgage repossessions, disrepair, unlawful eviction etc.

Mon – Fri 9.30 am-4pm

One Stop Shops

Tower Hamlets Council's One Stop Shops offer face-to-face contact and provide information and support with accessing council's services including, Housing Benefits and Council Tax Benefit. Outreach surgeries are also held by advice agencies on welfare benefits, debt and other issues.

Bethnal Green One Stop Shop

1 Rushmead E2 6NE

Bow/North Poplar One Stop Shop

1 Gladstone Place E3 5EQ

Isle of Dogs One Stop Shop

Jack Dash House, 2 Lawn House Close E14 9YQ

South Poplar One Stop Shop

15 Market Square, Chrisp Street E14 6AQ

Stepney/Wapping One Stop Shop

Cheviot House, 227-233 Commercial Road, E1 2BU

Tower Hamlets Council Hotlines

020 7364 5001 Housing Benefits

020 7364 5002 Council Tax

020 7364 5003 Parking Services

020 7364 5004 Streetline (including recycling and refuse)

020 7364 5005 Adult Social Care

020 7364 5006 Children's Services

020 7364 5007 Pest & Noise Nuisance

020 7364 5008 Environmental Health, Trading Standards & Licensing

020 7364 5016 Healthline (to find a GP and other health services)

0845 270 2400 Choice-Based Lettings

020 7364 5020 General Enquiry line

www.towerhamlets.gov.uk

National Information / Advice Services

DWP (Department for Work and pensions)

Tel: 0800 055 6688

To make a claim for Income Support, Jobseekers Allowance or Employment & Support Allowance phone Mon to Fri, 8am-6pm or apply online at www.dwp.gov.uk/eservice

For enquiries about, or problems with, existing claims, contact the Benefit Delivery Centres (**0845 600 6334**), for postcodes in E3, E14 and (**0845 377 6001**) for E1, E2.

Direct Gov

Information on benefits and public services, including standard forms. General information on all benefits, working tax credit, employment, pensions etc. Online calculation for estimate of benefit entitlement.

www.directgov.uk

Disability Law service

Tel: 020 7791 9800

Legal advice and representation to disabled people, their families and carers Telephone and email advice line plus information leaflets.

Tel: Mon to Fri 10am-5pm

Email: advice@dls.org.uk www.dls.org.uk

Consumer Credit Counselling Service

Tel: 0800 138 1111

Free independent money advice and casework service. Lines are open 8am to 8pm Mon to Fri. Registered Charity.

Online help and information at www.cccs.co.uk

National Debtline

Tel :0808 808 4000

Free, independent money advice to people with debt problems. Registered charity. Telephone and email advice plus information leaflets provided.

Lines open Mon to Fri 9am-9pm, Sat 9.30am-1pm.

Online help and information on www.nationaldebtline.co.uk

Community Legal Advice

Tel: 0845 345 4 345

Free help or legal advice over the phone for problems with debt, housing, employment, education and welfare benefits and tax credits for those who qualify for legal aid.

www.communitylegaladvice.org.uk

Community Legal Advice Directory

Information on the nearest solicitors firms and advice organisations holding the CLS Quality Mark. Online calculator to assess entitlement to legal aid.

www.communitylegaladvice.org.uk/en/directory

Jobcentre Plus

Tel: 0845 604 3719

Help and advice on jobs and training, plus information regarding benefits and help into work.

www.jobcentreplus.gov.uk

Money made clear – FSA Money Guidance Service

Tel: 0300500 5000 8am-8pm

Information and guidance on financial matters

www.moneymadeclear.fsa.uk

Payplan

Tel: 0800 280 2816

Free advice on debt and budgeting, including free debt management plans without upfront fees. Lines open 8am-9pm

Online help and information on www.payplan.com

Shelter

Tel: 0808 800 4444

Free telephone advice line on housing and homeless issues.

Mon-Fri 8am-8pm: Sat-Sun 8am-5pm

www.shelter.org.uk

Other Telephone Enquiry and Advice Lines

Age UK-Age Concern and Help the Aged

Tel: 0800 00 99 66

Benefit Enquiry Line-for people with disabilities

Tel: 0800 88 22 00

Textphone: 0800 24 33 55

Pension Credits

Tel: 0800 99 1234 (new claims) 0845 606 0265 (general enquiry)

Textphone: 0800169 0133

Winter Fuel Payment Helpline

Tel: 0845 9 15 15 15

Textphone: 0845 601 5613

Tax Credit Helpline

Tel: 0845 300 3900

Textphone: 0845 300 3909

Child Benefit enquiry line

Tel: 0845 302 1444

Textphone: 0845 302 1474

Child Support Agency enquiry line

Tel: 080457 133 133

Textphonel: 0845 722 4433

Consumer Direct

Information and advice on consumer issues

Tel: 0845 040 508 www.consumerdirect.gov.uk

London Illegal Money Lending Team

Free confidential support and advice for victims of illegal money lenders (loan sharks)

Tel: 020 7364 6886 or 0300 555 2222

Where to go
for advice in
Tower Hamlets

Debt, Housing,
Benefits and
Tax Credits...



TOWER HAMLETS

Community
Legal Service



Location Map of Advice Centres



- 1 Account 3
- 2 Age Concern (Russia Lane)
- 3 Age Concern (Appian Court)
- 4 Bangladeshi Youth Movement
- 5 Bromley By Bow Centre
- 6 Chinese Association of Tower Hamlets
- 7 Citizens' Advice Bureau Whitechapel
- 8 Claim The Max Project
- 9 Island Advice Centre
- 10 Island Advice (Rights Shop)
- 11 Legal Advice Centre
- 12 Limehouse Project (Cheadle Hall)
- 13 Limehouse Project (Lifra Hall)
- 14 Ocean Somali Community Association
- 15 Praxis
- 16 South Bromley Forum
- 17 St Hilda's East Community Centre

- 18 St Peter's Community & Advice Centre
- 19 Tower Hamlets Law Centre
- 20 Toynbee Hall Advice Services
- 21 Wapping Bangladeshi Association
- 22 LBTH Homeless and Housing Advice Services

■ OSS One Stop Shops

The advice centres listed are publicly funded organisations offering free community legal advice services (CLS quality marked). Every effort has been made to ensure the details are correct at the time of publication. However changes may occur in opening times and in other details so please ring to check before visiting.

■ The symbol indicates agencies who provide free specialist debt advice in Tower Hamlets.

Advice Centres run by Voluntary Organisations

Account 3

1-9 Birkbeck Street E2 6JY
Tel: 020 7739 7720

Advice and information including welfare benefits, money advice and housing. Outreach sessions at Bow Idea Store, and Old Ford Housing office 73 Usher Rd E3.

Drop in: Bow Idea Store Mon 3-5pm, Wed 10am-12noon, Thurs 6-8pm;
Appts: Thursday and Friday at main office (Birkbeck St)

Age Concern Tower Hamlets

82 Russia Lane E2 9LU
Tel: 020 8981 7124

General advice and information services for older people. Appointments available at 82 Russia Lane and Appian Court Resource Centre 87 Parnell Road E3 2RS. Also home visits to housebound people.

Bangladesh Youth Movement (BYM)

21/23 Henriques Street E1 1NB
Tel: 020 7488 1831/2

Advice and information on welfare benefits, housing, and other issues.

Drop in: Mon 10am-1pm; Wed 10am-1pm Thurs; 2-4pm
Appts: Tues 10am-4pm; Thurs 10am-1pm

Bromley By Bow Centre

St Leonard's Street E3 3BT
Tel: 020 8709 9737

Advice and information on welfare benefits, housing, debt, employment and other issues. Access to free legal advice surgery by appointment. Outreach surgeries in local area.

Drop in: Mon-Fri 9.30am-12.30pm
Appts: Mon-Fri 9.30am-12.30pm and 2-4pm

Chinese Association of Tower Hamlets

Sailor Place, 680 Commercial Road, E14 7HA
Tel: 020 7515 5598

Advice and information on welfare benefits and housing issues.
Drop in: Mon: 1-4.30 pm; Tues & Fri: 10am-12noon; Sat: 10am-4.30 pm
Appts: Mon: 10am-12noon; Tues & Fri: 1-4.30pm; Wed: 10am-4.30pm

Citizens Advice Bureau Whitechapel

32 Greatorex Street E1 3NH
Tel: 0207 247 1050 or 0844 826 9699

Advice and information on benefits, housing, debt, consumer, immigration and employment rights. Outreach services at One Stop Shops.

Drop in: Mon-Fri 9.45am-5pm (Tues until 7pm)
Appts: Mon-Fri 10am-5pm
Tel Advice: Mon-Fri 1-5pm
Email: towerhamlets@eastendcab.org.uk

Claim the Max Project (CAB)

32 Greatorex Street, London E1 3NH
Tel: 0207 247 1050

Advice and assistance with claiming benefits and tax credits, particularly DLA and working tax credit. Outreach surgeries at various venues in Tower Hamlets. Home visits to housebound people by appointment.

Fair Finance – Money Matters Project

47 Ben Jonson Road E1 4SA
Tel: 020 7780 1777

Advice and information on debt and money matters .
Appts: Please phone to arrange to see a debt advisor.

Island Advice Centre

Island House, Roserton Street, E14 3PG
Tel: 020 7987 9379

Advice and information on welfare benefits, immigration, housing and debt from basic help and assistance to specialist help. Outreach surgeries in local area.

Drop in: Wed 10.30am-12.30pm
Tel Advice: Mon to Fri 10am-12noon, Mon and Thurs 2-4pm
Appts: Please telephone to arrange.

Legal Advice Centre

University House, 104 Roman Road E2 ORN
Tel: 020 8980 4205

Advice on housing, benefits, consumer debt and employment. Free evening legal advice.
Drop in: Mon 10am-12noon; Tues & Wed 2-4pm; Wed 6-8pm; Thurs 7-9pm; Sat 10am-12noon (University Hse); Mon 3-5pm & Wed 10am-12noon (Bow Ideas Store)
Appts: Tues, Wed and Thurs mornings

Limehouse Project Limited

Cheadle Hall, Cheadle House Copenhagen Place, E14 7EY
Tel: 020 7538 0075

Advice on welfare benefits, housing, debt, employment, immigration and family matters.

Outreach Services delivered at LIFRA Hall, 7 Halley Street, E14 7SS and 14 other centres.

Drop in: Cheadle Hall Tue 9.30-12.30pm, LIFRA Hall Mon & Wed 9.30am-12.30pm

Ocean Somali Community Association

Concordia Community Centre, Railway Arches, 420-421 Burdett Road, E3 4AA
Tel: 020 7987 5833

Advice and information on welfare benefits, housing and debt etc. Outreach surgeries at various community venues.

Drop in: Mon-Fri 9.30am-1.30pm
Appts: Wed 9.30am-4pm

Praxis

Pott Street E2 OEF
Tel: 020 7729 7985

General advice on welfare benefits, housing ,immigration employment for new residents.

Drop in: Wed 10am-2pm,
Appts: Thurs and Fri 10am-6pm

Island Advice Rights Shop

296 Bethnal Green Road E2 OAG
Tel: 020 7739 4173

Advice on housing, benefits and debt.
Drop in: Mon & Wed 10.30am-1pm
Tel advice: Mon to Thurs 10am-12noon
Appts: To book an appointment for specialist help, please telephone the advice line or attend the drop in.

Drop in: Mon 9.30am-1.30pm; Wed 9.30am-1pm
Tel advice: Tues 10am-12noon

South Bromley Forum

27 Aberfeldy Street, London E14 ONU
Tel: 020 7987 9584

Advice and information on welfare benefits, housing and debt.
Drop in: Mon-Tues 10am-4.30pm
Appts: Wed 2-5pm; Thurs and Fri 10am-4pm

St Hilda's East Community Centre

18 Club Row, E2 7EY
Tel: 020 7739 8066

General advice on welfare benefits, housing and debt issues. Free evening legal advice.

Drop in: Legal Advice Tues 6-8pm (and Wed 6-8pm at Sonali Gardens, Tarling Street, E1)
Appts: Mon & Wed 10am-12noon Thurs & Fri 10am-1pm

St Peters Community and Advice Centre

1 Marian Place (off Pritchards Road) E2 9AX
Tel: 020 7739 8024 or 020 7729 9115

Advice and information on welfare benefits and housing.
Drop in: Mon, Wed 9.30am-1.30pm – Women
Drop in: Tue, Thurs 9.30am-1.30pm – Men

Tower Hamlets Law Centre

214 Whitechapel Road, E1 1BJ
Tel: 020 7247 8998

www.thlc.co.uk
 Specialist advice and representation by appointment on housing, welfare benefits, employment, immigration, and education. Also drop in evening housing and employment advice sessions on Mon from 6.30 to 8pm.

Enquiries: Mon-Fri 10am-1pm, 2-4pm excluding Tues pm
Appts: To book an appointment for specialist help, please call in at reception to arrange.

Toynbee Hall Capitalise (DEBT ADVICE) and Free Legal Advice Centre (FLAC)

28 Commercial Street, E1 6LS
Tel: 020 7392 2953

Free legal advice sessions and daytime specialist debt advice delivered at Toynbee and at outreach centres.
Drop in: Evening sessions (FLAC) from 7pm: Mon (Employment), Tues (Debt), Wed (General), Thurs(Housing), Sat 11am-1pm (Women only)
Drop in: (Debt & benefits advice Thurs 10am-12noon
Appts: DEBT ADVICE Tel 020 7392 2953

Wapping Bangladesh Association (WBA)

Wapping Youth Club (1st Floor), Tench Street, E1 W 2QD
Tel: 020 7702 1708

Advice on housing, welfare benefits, debt, and utility bills.
Drop in: Mon, Tues & Fri 2-5.30pm
Appts: Wed & Thurs 9.30am-1pm