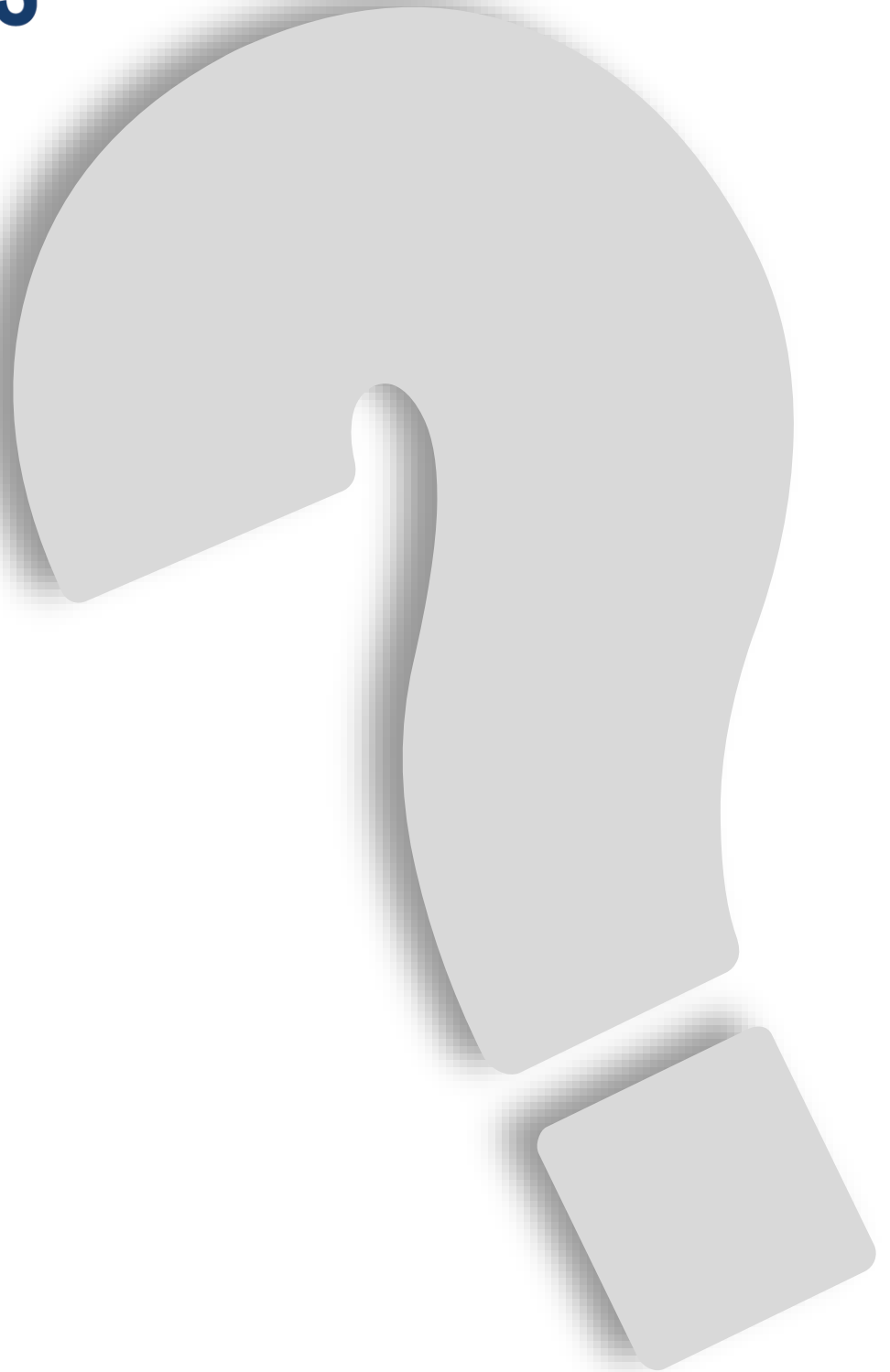


ALTERNATIVE ADVICE CENTRES

University
of London

Housing
Services



Revised May 2016

Who can use the University of London Housing Services?

The University of London Housing Services (ULHS) offers advice and support for those living in private rented accommodation. The service is available to students at subscribing Colleges and Universities, as well as University of London staff.

An up-to-date list of Colleges and Universities that subscribe to the ULHS can be found at

<http://housing.london.ac.uk/about-us/who-can-use-ulhs>

Why produce a list of alternative advice centres?

Unfortunately, the ULHS is unable to offer advice to everyone who requests it. This might be due to high demand for the service, ineligibility to use the service or the problem on which advice is being sought falling outside of our remit.

We are unable to offer advice to certain people, including:

- Landlords
- Homeowners
- Service users who are in conflict with another service user

This booklet of alternative advice centres will let you know about other places where you may be able to get help and answers to your questions.

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University College London Union (UCLU)

What services are provided?

Help and assistance is offered for a range of housing issues such as contract checks, immigration and much more.

Appointments:

Contact UCLU via the contact form on the website to book an appointment.

Drop-in sessions opening times:

Monday: 2pm—4pm

Tuesday: 11am—1pm

Thursday: 2pm—4pm

Friday: 11am—1pm

Contact:

UCLU Rights & Advice Centre
First Floor, UCL Bloomsbury Building
15 Gordon Street
London
WC1H 0AY

T: 020 7679 2998

E: uclu-rights.advice@ucl.ac.uk

W: www.uclu.org/services/advice-welfare

UCL Student Mediator (UCL)

Advising and assisting students on the resolution of complaints involving staff or other students or services of UCL.

Contact:

E: studentmediator@ucl.ac.uk

Tel: 020 3108 5040 (10am—4pm, Monday to Friday)

University of the Arts, London (UAL)

What services are provided?

Contract checking (PDF must be sent via email before appointment), free legal advice regarding various other housing issues and one-to-one friendly assistance.

Opening times: Monday to Friday 8am – 6pm

Contact:

UAL Accommodation Services

4th Floor

272 High Holborn

London

WC1V 7EY

T: 020 5514 6243

E: private.accom@arts.ac.uk

W: www.arts.ac.uk/study-at-ual/accommodation/private-accommodation/

Resolutions Student Mediator (UAL)

Can help resolve concerns relating to alleged discrimination, bullying or harassment that arise between students.

T: 020 7514 9865

E: resolutions@arts.ac.uk

Students' Union University of the Arts London (SUArts)

The SU Advice Service also provides free advice to all UAL students with contract checking, Landlord problems, deposit disputes, disrepair or issues with University accommodation.

Visit www.suarts.org/help/advice for information on upcoming advice drop-ins

Contact details: 1st Floor, 272 High Holborn, London, WC1V 7EY

T: 020 7514 6270

E: advice@su.arts.ac.uk

W: www.suarts.org/help/advice

Goldsmiths Students' Union

What services are provided?
Advice on housing and other issues.

Contact:
Goldsmiths Students' Union
Dixon Road
New Cross
London
SE14 6NW
E: advice@goldsmithssu.org
W: www.goldsmithssu.org/advice/

King's College London (KCL)

What services are provided?

Help and assistance is offered for a range of housing issues including finding accommodation, your housing rights, tenancy advice, contract checking and disputes with landlords.

Appointments and drop-in sessions

Available at all four main campuses. Details of drop-in sessions are published regularly via social media and the website.

Book an appointment via a Compass counter or Student Services at the Strand.

Contact:

T: 020 7848 7019

E: advice@kcl.ac.uk / thecompass@kcl.ac.uk

W: www.kcl.ac.uk/advice

LSE Students' Union (LSESU)

What services are provided?

Contract checking and other housing matters.

Open for telephone and email queries 10:30am-4:30pm, Monday to Friday

Drop-in sessions: 11am – 1pm, Monday to Friday

Book appointments via telephone, email or LSESU Reception

Contact:

LSESU

Saw Swee Hock Student Centre

1 Sheffield Street

London

WC2A 2AP

T: 020 7955 7158

E: su.advice@lse.ac.uk

W: www.lsesu.com/advice

LSE Residential Services

What services are provided?

General housing advice and information on finding private rented accommodation. Special Private Housing Services established on the 1st floor of the Saw Swee Hock Student Centre between August and October.

Contact:

Residential Services Office

3.02 Saw Swee Hock Student Centre

Houghton Street

London

WC2A 2AE

T: 020 7955 7531

E: private.housing@lse.ac.uk

W: www.lse.ac.uk/accommodation

Royal College of Art (RCA)

What services are provided?

The team can help with tenancy agreements, period of notice/break-in clauses, dealing with disputes, deposit schemes and helping students find somewhere to live.

Opening times: Monday to Friday 10am – 5pm

Contact:

Student Support Office

Royal College of Art Common Room Block

2nd Floor, Jay Mews

London

SW7 2EU

T: 020 7590 4140

E: student-support@rca.ac.uk

W: www.rca.ac.uk/studying-at-the-rca/support/student-support-office/

Students' Union Royal Holloway University of London (SURHUL)

What services are provided?

Impartial advice from a team of experienced and professional advisers. The Housing Assistant Team can check your contract.

Opening times: Monday to Friday 10am – 4pm

Contact details: Advice & Support Centre

1st Floor, Student's Union

Egham Hill

TW20 0EX

T: 01784 276 700

E: advice@su.rhul.ac.uk

E: housing@su.rhul.ac.uk (Housing Assistant Team)

W: www.su.rhul.ac.uk/advice/housing/

Royal Holloway University of London Student Accommodation

What services are provided?

Information and guidance on finding private rented accommodation.

T: 01784 443338

W: www.rhul.ac.uk/accommodation

Shelter

What services are provided?

Shelter operates a free housing advice helpline. Shelter's housing experts will advise you, no matter what your housing situation.

Opening times:

8am – 8pm, Monday to Friday

8am – 5pm, Saturday and Sunday

Contact:

T: 0808 800 4444

W: www.england.shelter.org.uk/get_advice

Citizens Advice (CAB)

A good source of advice on housing and other issues.

T: 03444 111 444 (not free, check website for information on call costs)

W: www.citizensadvice.org.uk

To find your local CAB enter your postcode at:

www.citizensadvice.org.uk/index/getadvice.htm

Camden Community Law Centre

What services are provided?

Free legal advice for Camden Residents on housing law, for those who are financially eligible for Legal Aid.

Check if you can get Legal Aid here: www.gov.uk/check-legal-aid

Opening times:

Reception is staffed by volunteers from 10am to 4pm, Monday to Friday

Housing Drop in Advice:

10:30am to 12:30pm, Monday and Thursday

Contact:

2 Prince of Wales Road

Kentish Town

London

NW5 3LQ

T: 020 7284 6510

F: 020 7267 6218

E: admin@cclc.org.uk

W: www.cclc.org.uk

Lambeth Law Centre

What services are provided?

Advice for tenants with matters involving homelessness, allocations, possession proceedings, rent arrears, transfers and waiting list applications. They also advise on security of tenure and disrepair matters.

Contact the One Lambeth Advice system on 0800 254 0298 to be put in touch with advisers at Lambeth Law Centre, the Brixton Advice Centre, Centre 70 or the Citizens Advice Bureau

General advice sessions for one-off advice

Mornings and evenings

Book an appointment by calling 020 7840 2000

Emergencies (such as imminent eviction)

Attend the Wednesday drop-in from 2pm

Places allocated on a first come, first served basis

Contact:

UNIT 4

The Co-Op Centre

11 Mowll Street

London

SW9 6BG

T: 0800 254 0298 / 0207 840 2000

W: www.lambethlawcentre.org

Brixton Advice Centre

What services are provided?

Specialists in housing and homelessness.

Contact the One Lambeth Advice system on 0800 254 0298 to be put in touch with advisers at Lambeth Law Centre, the Brixton Advice Centre, Centre 70 or the Citizens Advice Bureau

Drop-in:

Free legal advice clinic on alternate Thursday evenings (5:30pm to 6:30pm.

Check the website for the current schedule.

Reception opening times:

10am to 3pm, Monday to Thursday

Contact:

Brixton Advice Centre

167 Railton Road

Brixton

London

SE24 0LU

T: 0800 254 0298

W: www.brixtonadvice.org.uk

Contact form: www.brixtonadvice.org.uk/contact/

Mary Ward Legal Centre

What services are provided?

Free legal advice for on housing law for those living, studying or working in Camden.

Others will need to prove eligibility for legal aid in order to receive advice.

Check if you can get Legal Aid here: www.gov.uk/check-legal-aid

Telephone opening times: 10am to 1pm, Monday to Friday

Contact:

10 Great Turnstile

London

WC1V 7JU

T: 020 7831 7079

W: www.marywardlegal.org.uk

Local Authorities (“Councils”)

Many Councils provide housing advice to private tenants. For more information on general housing issues please go to:

Find your local Council here: www.gov.uk/find-your-local-council