

ALTERNATIVE ADVICE CENTRES

University
of London

Housing
Services



Revised January 2018

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 central 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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Students' Union University College London (UCL)

What services are provided?

Help and assistance is offered for a range of housing issues such as contract checks, housemate disputes, council tax and much more.

Appointments:

Submit your query through the online contact form on the website to book an appointment.

Advice Service opening times:

Monday to Thursday: 11am - 1pm and 2pm - 4pm

Friday: Office Closed

Contact details:

Advice Service

1st Floor, 15 Gordon Street

London

WC1H 0AH

T: 020 7679 2998

E: su.rights.advice@ucl.ac.uk

W: <http://studentsunionucl.org/help-and-advice/advice-service>

UCL Student Mediator (UCL)

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

Contact details:

E: studentmediator@ucl.ac.uk

Tel: 020 3108 6503 (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 9am – 5pm

Contact details:

UAL Accommodation Services
4th Floor
272 High Holborn
London
WC1V 7EY

T: 020 7514 6240

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

What services are provided?

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.

Drop in session times:

Monday – Friday, 10am – 12pm

Contact details:

Arts SU
1st Floor, 272 High Holborn
London, WC1V 7EY

T: 020 7514 6270

E: advice@su.arts.ac.uk

W: www.arts-su.com/help/advice

Goldsmiths Students' Union

What services are provided?

Advice on both university accommodation and private housing. Submit an enquiry using the online advice form for an appointment addressing issues such as disrepair, infestations, landlord difficulties and more.

Opening times: Monday – Friday, 9am – 5pm

Contact details:

Goldsmiths Students' Union
Dixon Road
New Cross
London
SE14 6NW

T: 0207 717 2511

E: advice@goldsmithssu.org

W: <https://www.goldsmithssu.org/advice/housing/>

King's College London (KCL)

Student Services

What services are provided?

Current and prospective students can receive help and assistance for a range of housing issues including finding accommodation, your housing rights, tenancy advice, contract checking and disputes with landlords.

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

The Student Advice Line can be contacted using 020 7848 7002 specifically for Money & Housing Advice on Tuesday afternoons 1pm - 3pm.

You can also book an appointment via telephone, in person or by using the online booking form.

Opening times: Monday – Friday, 9am – 5pm

Contact details:

Floor -1
Macadam Building
Surrey Street
Strand Campus

T: 020 7848 7019

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

W: www.kcl.ac.uk/advice

King's College London (KCL) Legal Clinic Mediation Project

What services are provided?

King's Legal Clinic (KLC) offers a completely free, confidential mediation service which is available to anyone, whether they are a student or not. The service offers a neutral environment where people who are in a dispute with a neighbour or a fellow flatmate, for example, can discuss the situation and work towards a solution together.

Drop-ins are not available. To book an appointment either complete the online booking form, call the office or email the team.

Appointment opening times (subject to change):

Monday – Wednesday: 5pm – 8pm

Thursday: 5pm – 6pm

Contact details:

T: 020 7848 1575

E: kingslegalclinic@kcl.ac.uk

W: <https://www.kcl.ac.uk/law/professional-skills/kings-legal-clinic/mediation-project.aspx>

LSE Students' Union (LSESU)

What services are provided?

LSE students can seek advice and support with a range of housing matters, including checking contracts and assistance with Right to Rent checks.

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

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

Book appointments via telephone, email or LSESU Reception.

Contact details:

LSESU

Saw Swee Hock Student Centre

1 Sheffield Street

London

WC2A 2AP

T: 020 7955 7158

E: su.advice-centre@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.

Opening hours:

Monday to Friday: 9am – 5pm

Contact details:

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)

Student Support Office

What services are provided?

The team can help with tenancy agreements and contractual issues, provide mediation in landlord/agency disputes and assist students in finding accommodation.

Opening times:

Telephone: Monday to Friday, 10am – 5pm

Drop-in sessions: 1pm – 4pm (term time), or 2pm – 4pm (outside of term time)

Contact details:

Student Support Office

Stevens Building

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 advisors. 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?

The Shelter website provides a huge resource of online advice on a range of housing matters, from repairs and deposits to evictions and repossession. Use the online chat to speak to a professional advisor or call the free housing advice helpline, where Shelter's housing experts will advise you, no matter what your housing situation. The service is available to everyone.

Helpline opening times:

Monday to Friday: 8am – 8pm

Saturday and Sunday: 9am – 5pm

Contact:

Housing Advice Helpline: 0808 800 4444

Emergency Only Helpline: 0808 1644 660

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

Citizens Advice Bureaux (CAB)

What services are provided?

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

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 sessions:

Free legal advice clinic on alternate Thursday evenings 6:30pm to 7:30pm.
Check the website for the current schedule.

Reception opening times:

Monday to Thursday: 10am - 3pm

Contact details:

Brixton Advice Centre
167 Railton Road
Brixton
London
SE24 0LU

T: 0800 254 0298

W: www.brixtonadvice.org.uk/housing/

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

Camden Community Law Centre

What services are provided?

Free legal advice for Camden Residents on a range of housing issues such as possession proceedings, eviction and disrepair. Advice can only be offered to those who are financially eligible for Legal Aid.

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

Opening times:

Monday to Friday: 10am – 5pm

Housing Drop in Advice:

Every Thursday: 10am – 12pm

Contact details:

2 Prince of Wales Road
Kentish Town
London
NW5 3LQ

T: 020 7284 6510

E: admin@cclc.org.uk

W: www.cclc.org.uk

Islington Law Centre

What services are provided?

Islington residents can use the dedicated Housing Unit for resources and referrals regarding a number of housing issues, from rent arrears and benefits to homelessness and disrepair.

For appointments, contact the reception and referral team using the details below and check the website for up-to-date availability.

Opening times:

Monday to Friday 10am – 1pm and 2pm – 4pm

Contact details:

38 Devonian Road
London
N1 8JH

Main telephone: 020 7288 7630

Evening Advice Clinic: 020 7288 7633 (Monday to Wednesday, 7pm – 9pm)

General Email: info@islingtonlaw.org.uk

Evening Advice Clinic: eveningadvice@islingtonlaw.org.uk

W: www.islingtonlaw.org.uk/

Lambeth Law Centre

What services are provided?

Housing advice on a huge number of matters including homelessness, allocations, possession proceedings, rent arrears, damp and disrepair.

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

To book an appointment for general advice, use the online contact form.

For emergencies (such as imminent eviction) attend the Wednesday drop-in from 2pm. Places allocated on a first come, first served basis.

Contact details:

UNIT 4
The Co-Op Centre
11 Mowll Street
London
SW9 6BG

T: 0800 254 0298

W: www.lambethlawcentre.org/housing

Mary Ward Legal Centre

What services are provided?

Free legal advice for anyone who lives, works or studies in Camden, covering a range of housing issues such as possession proceedings, eviction and disrepair.

Anyone who doesn't live, work or study in Camden can still seek advice however only if they are financially eligible for Legal Aid.

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

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

Drop-in service for people who work, live or study in Camden:

Every Thursday: 10am – 12pm

Contact details:

10 Great Turnstile

London

WC1V 7JU

T: 020 7831 7079

W: www.marywardlegal.org.uk

Tower Hamlets Law Centre

What services are provided?

The centre offers specialist housing advice which is available to anyone who works or lives in the Tower Hamlets borough.

Opening times:

Monday to Friday: 10am – 1pm and 2pm – 4pm

Contact details:

789 Commercial Road
Limehouse
London
E14 7HG

T: 020 7538 4909

W: <http://thlc.co.uk/>

Law Centres Network

The Law Centre Network provides specialist advice and support via skilled advisors situated across the various boroughs of London. Designed for vulnerable people who cannot afford their own legal representation, the LCN website can be used to find local free legal centres.

Contact the centres directly for assistance, or use the online contact form to ask any questions: <http://www.lawcentres.org.uk/contact-us>

W: <http://www.lawcentres.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