



UNIVERSITY  
OF LONDON  
HOUSING SERVICES

# ALTERNATIVE ADVICE SERVICES



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# 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:

<https://housing.london.ac.uk/about-us/member-institutions>

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. For example, situations where providing advice to you might disadvantage another student who is also entitled to use our service.

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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# Independent advice services

These services can be used by students and non-students, but there may be some limitations on who can use them based on where you live or your income.

## 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 but the phone lines are often busy, so be prepared to wait.

### Helpline opening times:

Monday to Friday: 8am – 8pm

Saturday and Sunday: 9am – 5pm

### Contact details:

Web Chat: [https://england.shelter.org.uk/get\\_help/webchat](https://england.shelter.org.uk/get_help/webchat)

Emergency Only Helpline: ([See terms first](#)) 0808 800 4444

W: [https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help)

# Citizens Advice

## What services are provided?

A good source of advice on housing and other issues.

**T:** 0800 144 8848 (check website for [information on call costs](#))

**W:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

To find your local Citizens Advice Bureau enter your postcode at:

[www.citizensadvice.org.uk/index/getadvice.htm](http://www.citizensadvice.org.uk/index/getadvice.htm)

# Brixton Advice Centre

## What services are provided?

Specialists in housing and homelessness.

## Drop-in sessions:

Currently suspended

## Reception opening times:

Monday to Thursday: 10am - 3pm

## Contact details:

Brixton Advice Centre  
167 Railton Road  
Brixton  
London  
SE24 0LU

**T:** 0207 733 7554

**W:** [www.brixtonadvice.org.uk/housing/](http://www.brixtonadvice.org.uk/housing/)

# King's College London Legal Clinic & Mediation Service

## What services are provided?

King's Legal Clinic (KLC) offers two services of particular interest to students with housing problems. All their services are open to any member of the public, so you do not have to be a student at Kings to use them.

- A [free legal advice clinic for housing problems](#), open to the public. The service does not deal with emergencies.
- A completely [free, confidential mediation service](#), also open to the public.. 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](mailto:kingslegalclinic@kcl.ac.uk)

W: <https://www.kcl.ac.uk/legal-clinic>

# Justice for Tenants

## What services are provided?

Advice and support for tenants nationwide. JFT can provide court representation, **but will charge a commission fee of up to 45%.**

T: 020 3476 6648

E: [info@justicefortenants.org](mailto:info@justicefortenants.org)

W: <https://justicefortenants.org/>

Contact form: <https://justicefortenants.org/contact>

# Flat Justice

## What services are provided?

Advice and support for tenants with Rent Repayment Order (RRO) claims. Can provide representation at tribunal but will take a fee on a no win no fee basis. Also produces a self-help guide for RROs claims.

T: 0207 097 5343

W: <https://www.getrentback.org/>



# BPP Pro Bono Centre

## **What services are provided?**

Free legal advice and support services delivered by volunteer BPP University students, with guidance from qualified lawyers.

Housing advice is limited to London or Birmingham residents, non-urgent housing issues. They are unable to advise on disrepair issues.

Users must:

- have a legal problem that fits within the categories of their projects
- **not** be receiving legal advice or assistance from any other provider

## **Appointment opening times (subject to change)**

Tuesday evenings, university term time.

Note that advice is not given during the appointment itself, but sent within 2 weeks following the date of the appointment.

## **Housing Drop in Clinic:**

Every Tuesday: 10am – 1pm

To book an appointment either complete the online booking form, call the office or email the team.

T: 0330 060 3444

E: [legalhelp@my.bpp.com](mailto:legalhelp@my.bpp.com)

W: <https://probono.bppuniversity.ac.uk/blog/projects/i-have-a-housing-problem-or-a-neighbour-dispute/>

# 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](http://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

Contact Form: <https://cclc.org.uk/contactus>

W: [www.cclc.org.uk](http://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](mailto:info@islingtonlaw.org.uk)

**Evening Advice Clinic:** [eveningadvice@islingtonlaw.org.uk](mailto:eveningadvice@islingtonlaw.org.uk)

**W:** [www.islingtonlaw.org.uk/](http://www.islingtonlaw.org.uk/)

# 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.

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

Check if you can get Legal Aid here: [www.gov.uk/check-legal-aid](http://www.gov.uk/check-legal-aid)

Telephone opening times: Monday to Friday: 10am - 1pm; 2pm – 4.30pm

## Contact details:

10 Great Turnstile  
London  
WC1V 7JU

T: 020 7831 7079

W: [www.marywardlegal.org.uk](http://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: 9.30am to 5pm

## Contact details:

789 Commercial Road  
Limehouse  
London  
E14 7HG

T: 020 7538 4909  
E: [info@thlc.co.uk](mailto:info@thlc.co.uk)  
W: <http://thlc.co.uk/>

# Law Centres Network

## What services are provided?

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

## What services are provided?

Many Councils provide housing advice to private tenants. They can sometimes intervene in situations where landlords have failed to do repairs, or are harassing you. Once you find out which council you need to speak to, try asking for the 'Private Rented Housing Team', or the 'Housing Environmental Health Team', or 'Tenancy Relations'. The name of the right team is sometimes different in each council.

Find your local Council here: [www.gov.uk/find-your-local-council](http://www.gov.uk/find-your-local-council)

# Renters' Unions

## London Renters' Union

### What services are provided?

If you are struggling with a housing issue, there is a high likelihood that there are other people in London who are in the same situation. LRU's members leverage the power of collective action to effect real change for tenants in London. If you have had a bad experience that you'd like others to be spared, or would like to improve the experience of renting in London more generally, consider joining LRU to work with other people toward make these aspirations a reality.

W: <https://londonrentersunion.org/member-solidarity/>

## ACORN

### What services are provided?

ACORN is the Association of Community Organisations for Reform Now. A key focus of their efforts is to improve conditions for renters. Improving access to safe, secure, affordable housing is a key focus of their work. If this sounds to you like a worthwhile cause, you can help them by joining and donating today.

W: [https://www.acorntheunion.org.uk/renters\\_manifesto](https://www.acorntheunion.org.uk/renters_manifesto)

# University/College based advice services

These services are generally only open to students studying at the relevant college. If you can't find any services to help you in this section, please see the Independent Advice Services section.

## 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:

Students' Union UCL Advice Service

1st Floor, 15 Gordon Street

London

WC1H 0AH

E: [su.rights.advice@ucl.ac.uk](mailto: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](mailto:studentmediator@ucl.ac.uk)

W: <https://www.ucl.ac.uk/student-mediator/>

# 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](mailto:private.accom@arts.ac.uk)

W: [www.arts.ac.uk/study-at-ual/accommodation/private-accommodation/](http://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 UAL students.

T: 020 7514 9865

E: [resolutions@arts.ac.uk](mailto: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, right to rent, disrepair, leaving contracts early and 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](mailto:advice@su.arts.ac.uk)

W: [www.arts-su.com/help/advice](http://www.arts-su.com/help/advice)

# 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 here: <https://www.kcl.ac.uk/campuslife/services/student-advice-support/studentadvisedrop-ins>

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

The Student Advice Line number is 020 7848 7001. Its operating hours are:

- Monday to Thursday between 1-3pm
- Friday between 9-11am

### Contact details:

KCL Student Services

Level 4,

Bush House South East Wing,  
Strand Campus

T: 020 7848 7001

E: [advice@kcl.ac.uk](mailto:advice@kcl.ac.uk)

W: <https://www.kcl.ac.uk/campuslife/services/student-advice-support/how/housing/problems>

# LSE Students' Union (LSESU)

## What services are provided?

LSE students can seek advice and support with a range of housing matters, including flatmate disputes, landlord and letting agent issues, contract-checking and council tax queries.

**Telephone and email queries:** Monday to Friday, 10:30am-4:30pm

**Drop-in sessions:** Not currently available.

Book appointments via email or via the Student Hub website

## Contact details:

LSESU  
Saw Swee Hock Student Centre  
1 Sheffield Street  
London  
WC2A 2AP

T: 020 7955 7158

E: [su.advice@lse.ac.uk](mailto:su.advice@lse.ac.uk)

W: <https://www.lsesu.com/support/advice/housing/>

# 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](mailto:private.housing@lse.ac.uk)

W: [www.lse.ac.uk/accommodation](http://www.lse.ac.uk/accommodation)

# Royal College of Art (RCA)

## Student Support Office

### What services are provided?

The team can help with initial housing enquiries, council tax queries, tenancy agreement queries, and assist students in finding accommodation.

### Opening times:

Telephone: Monday to Friday, 10am – 5pm

Drop-in sessions: 2pm – 4pm (term time)

### Contact details:

Student Support Office

Stevens Building

Jay Mews

London

SW7 2EU

T: 020 7590 4140

E: [student-support@rca.ac.uk](mailto:student-support@rca.ac.uk)

W: <https://www.rca.ac.uk/study/facilities-support/student-support/>

# Students' Union Royal Holloway University of London (SURHUL)

## What services are provided?

SURHUL offers impartial advice from a team of experienced and professional advisors. The Housing Team can check your contract, give you advice about your rights as a tenant, about setting up utilities and help with what to do if things go wrong.

Opening times: Monday to Friday 10am – 4pm

## Online Drop-in Advice Service:

Tuesday 13:30-15:30, Wednesday and Thursday 13:00-15:30

## Contact details:

Advice & Support Centre  
1st Floor, Student's Union  
Egham Hill  
TW20 0EX

T: 01784 276 700

E: [advice@su.rhul.ac.uk](mailto:advice@su.rhul.ac.uk)

E: [housing@su.rhul.ac.uk](mailto:housing@su.rhul.ac.uk) (Housing Team)

W: [www.su.rhul.ac.uk/advice/housing/](http://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 276641

E: [studentservices@royalholloway.ac.uk](mailto:studentservices@royalholloway.ac.uk)

W: [www.rhul.ac.uk/accommodation](http://www.rhul.ac.uk/accommodation)