



UNIVERSITY
OF LONDON
HOUSING SERVICES

ALTERNATIVE ADVICE SERVICES



Updated February 2024

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 on our [Members page](#).

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.

Contents

WHO CAN USE THE UNIVERSITY OF LONDON HOUSING SERVICES?	2
INDEPENDENT ADVICE SERVICES	5
Shelter	5
Citizens Advice	6
Brixton Advice Centre	6
King's College London Legal Clinic	7
Justice for Tenants	8
Flat Justice	8
BPP Pro Bono Centre	9
City Advice	10
North West London Law Centres	10
Islington Law Centre	11
Mary Ward Legal Centre	12
Tower Hamlets Law Centre	13
Law Centres Network	13
Local Authorities / Councils	14
RENTERS' UNIONS	15

London Renters' Union	15
ACORN	15
UNIVERSITY/COLLEGE BASED ADVICE SERVICES	16
Students' Union University College London (UCL)	16
University of the Arts, London (UAL)	17
Resolutions Student Mediator (UAL)	17
Arts SU (UAL)	18
King's College London (KCL)	19
Student Services	19
LSE Students' Union (LSESU)	20
LSE Residential Services	21
Royal College of Art (RCA)	22
Student Support Office	22
Students' Union Royal Holloway University of London (SURHUL)	23
Royal Holloway University of London	23
Student Accommodation	23

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 – 6pm

Closed weekends & bank holidays

Contact details:

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

Citizens Advice

What services are provided?

A good source of advice on housing and other issues.

Contact details:

Webchat: Monday to Friday 9am – 5pm

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

W: www.citizensadvice.org.uk

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

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/

Contact form: https://brixtonadvice.org.uk/private_tenants_form/

King's College London Legal Clinic

What services are provided?

King's Legal Clinic (KLC) offers a service of particular interest to students with housing problems. Their service is open to any member of the public, so you do not have to be a student at King's to use it.

- A [free legal advice clinic for housing problems](#), open to the public. The service does not deal with emergencies or homelessness.

Drop-ins are not available. To book an appointment call the office or email the team.

Appointments (subject to change): Usually Tuesday afternoons

Contact details:

T: 020 7848 1575

E: 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

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

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

City Advice

What services are provided?

Free legal advice for those who live, work or study in the City of London Square Mile (check the website for a map) or live in a City of London Corporation Estate.

T: Text 07432 658 083

E: city.advice@toynbeehall.org.uk

W: <https://www.cityoflondon.gov.uk/services/community-and-safety/city-advice-helping-you-to-manage-everyday-problems>

North West London Law Centres

What services are provided?

Free legal advice for Brent & 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 (BY APPOINTMENT ONLY):

Every Thursday: 10am – 12pm

Contact details:

North West London Law Centres
12 Greenland Road
London
NW1 0AY

T: 020 7284 6510

Contact Form: <https://nwllc.org.uk/contact>

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/

Mary Ward Legal Centre

What services are provided?

Free legal advice for those who live, work or study 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

Telephone opening times: Monday – Tuesday and Thursday - Friday:
10am - 1pm

Contact details:

10 Great Turnstile
London
WC1V 7JU

T: 020 7831 7079

W: <https://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

Housing law advice clinic: Fortnightly on Tuesday evenings

Contact details:

789 Commercial Road
Limehouse
London
E14 7HG

T: 020 7538 4909

E: 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

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

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 Friday: 10am - 4pm

Contact details:

Students' Union UCL Advice Service
1st Floor, 25 Gordon Street
London
WC1H 0AH

T: 020 3549 5232

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

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

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 UAL students.

W: <https://www.arts.ac.uk/students/student-services/tell-someone>

Arts SU (UAL)

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, 9am – 4:30pm

Contact details:

Arts SU

1st Floor, 272 High Holborn

London, WC1V 7EY

Booking form: <https://artssuadvice.simplybook.it/v2/>

W: <https://www.arts-su.com/support/accommodation/>

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 Money & Housing Advice Line number is 020 7848 7002. Its operating hours are:

- Tuesday: 10am – 12pm
- Thursday: 1pm – 3pm
- Friday 10am – 12pm

Drop in session times:

- Mondays & Wednesdays: Strand Campus 1pm - 3pm
- Wednesdays: Guy's Campus 1pm - 3pm

Contact details:

KCL Student Services
Level 4,
Bush House South East Wing,
Strand Campus

T (Housing): 020 7848 7002

E: 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

Housing Advice is currently suspended (January 2024), please check their website for updates.

Contact details:

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

T: 020 7955 7158

E: 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 – 5:30pm

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 initial housing enquiries, council tax queries, tenancy agreement queries, and assist students in finding accommodation.

Opening times:

Monday to Friday, 10am – 4pm

Contact details:

Student Support Office
Stevens Building
Jay Mews
London
SW7 2EU

E: 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:

Check their events page: <https://www.su.rhul.ac.uk/events/calendar/>

Contact details:

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

E: advice@su.rhul.ac.uk

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.

Opening times: Monday to Friday 10am – 4pm

T: 01784 276641

E: studentservices@royalholloway.ac.uk

W: www.rhul.ac.uk/accommodation