

## Useful Websites

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

[www.ageuk.org.uk](http://www.ageuk.org.uk)

[www.carers.org](http://www.carers.org)

[www.cccs.co.uk](http://www.cccs.co.uk)

[www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)

[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

[www.directgov.org.uk](http://www.directgov.org.uk)

[www.disabilityalliance.org](http://www.disabilityalliance.org)

[www.dls.org.uk](http://www.dls.org.uk)

[www.dwp.gov.uk](http://www.dwp.gov.uk)

[www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk)

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

[www.mind.org.uk](http://www.mind.org.uk)

[www.moneymadeclear.fsa.gov.uk](http://www.moneymadeclear.fsa.gov.uk)

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

[www.shelter.org.uk](http://www.shelter.org.uk)

[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

[www.towerhamlets.gov.uk](http://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](http://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](http://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](mailto:advice@dls.org.uk) [www.dls.org.uk](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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



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■ 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