

Confused by benefits?



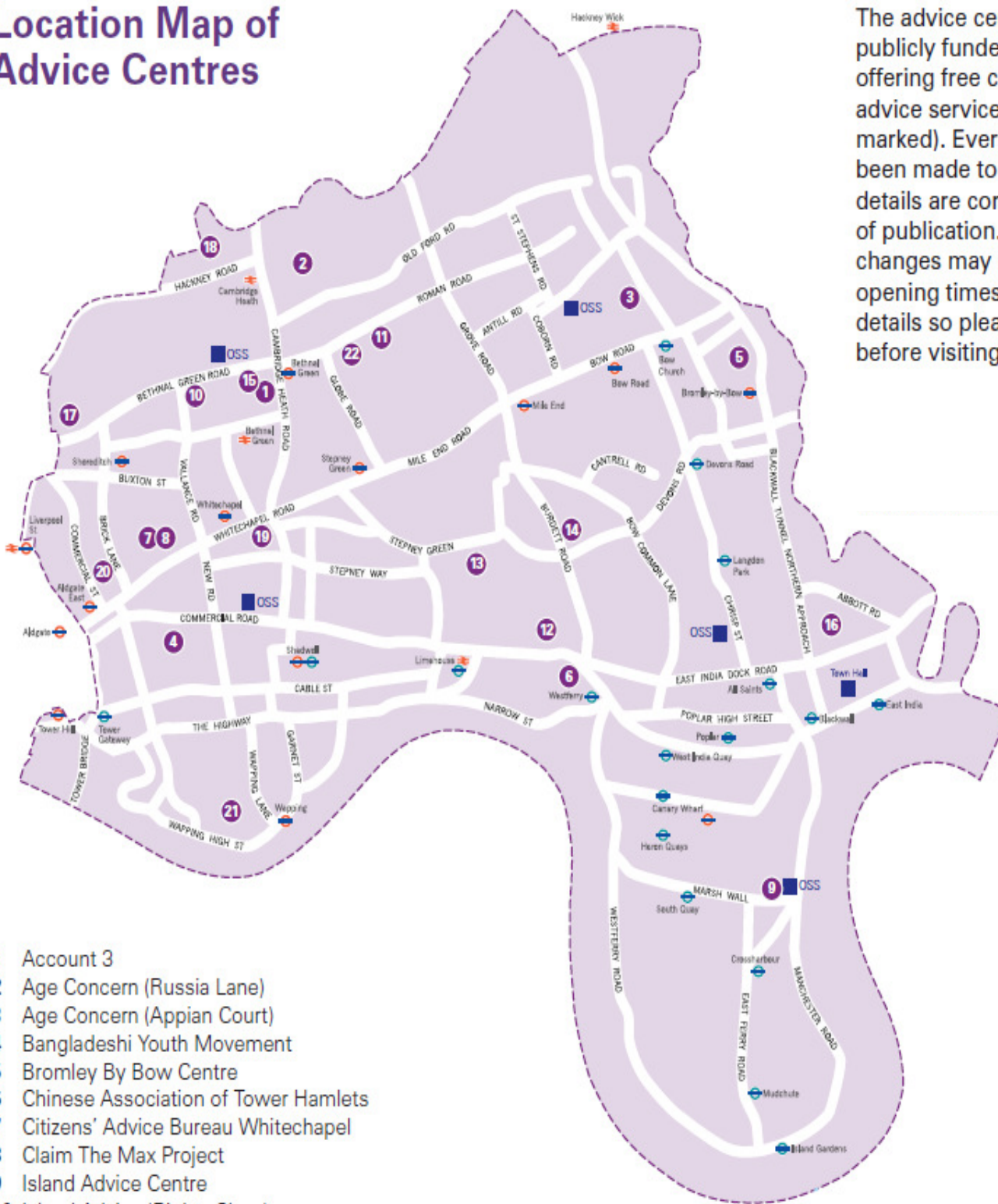
Help with claiming your
benefits and tax credit
entitlements

east
end  HOMES

Where to go in Tower Hamlets For HELP with Benefit and Tax Credit claims

Location Map of Advice Centres

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.



- 1 Account 3
- 2 Age Concern (Russia Lane)
- 3 Age Concern (Appian Court)
- 4 Bangladeshi Youth Movement
- 5 Bromley By Bow Centre
- 6 Chinese Association of Tower Hamlets
- 7 Citizens' Advice Bureau Whitechapel
- 8 Claim The Max Project
- 9 Island Advice Centre
- 10 Island Advice (Rights Shop)
- 11 Legal Advice Centre
- 12 Limehouse Project (Cheadle Hall)
- 13 Limehouse Project (Lifra Hall)
- 14 Ocean Somali Community Association
- 15 Praxis
- 16 South Bromley Forum
- 17 St Hilda's East Community Centre

- 18 St Peter's Community & Advice Centre
- 19 Tower Hamlets Law Centre
- 20 Toynbee Hall Advice Services
- 21 Wapping Bangladeshi Association
- 22 LBTH Homeless and Housing Advice Services

■ OSS One Stop Shops

ADVICE CENTRES run by VOLUNTARY ORGANISATIONS

Many people are not getting all the welfare benefits or tax credits they are entitled to. It is important to get the amount of benefit that you are receiving checked and to get advice on whether you can claim any other benefits or tax credits. You can get help from any of the organisations listed in this leaflet. Opening hours for voluntary organisations may vary, so please ring to check before visiting.

ACCOUNT 3

1-9 Birkbeck Street, London E2 6JY

Tel: 020 7739 7720

SERVICE PROFILE:

Advice and information including welfare benefits, money advice and housing. Outreach sessions at Bow Idea Store and Old Ford Housing Office 73 Usher Road E3.

Opening Hrs: Bow Idea Store Mon 3.00pm-5.00pm; Wed 10.00am-12.00pm, Thurs 6.00pm-8.00pm

Drop-in: Thurs 2.30-5.00pm

Appts: Thurs and Fri at main office (Birkbeck Street)

AGE CONCERN TOWER HAMLETS

82 Russia Lane, London E2 9LU

Tel: 020 8981 7124

SERVICE PROFILE:

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, London, E1 1NB

Tel: 020 7488 1831/2

SERVICE PROFILE: Advice and information on welfare benefits, housing and other issues.

Drop in: Mon 10.00am-1.00pm; Wed 10.00am-1.00pm; Thurs 2.00pm-4.00pm

Appointments: Tues 10.00am-4.00pm; Thurs 10.00am-1.00pm

BROMLEY BY BOW CENTRE

1 St Leonard's Street, London E3 3BT

Tel: 020 8709 9745

SERVICE PROFILE: 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 to Fri 9.30am-12.30pm

Appointments: Mon to Fri 9.30am-12.30pm and 2.00pm-4.00pm

CHINESE ASSOCIATION OF TOWER HAMLETS

Sailor Place, 680 Commercial Road, London E14 7HA

Tel: 020 7515 5598

SERVICE PROFILE: Advice and information on welfare benefits and housing issues.

Drop In: Mon 1.00pm-4.30pm; Tues & Fri 10.00am-12.00pm; Sat 10.00am-4.30pm

Appointments: Mon 10.00am-12.00pm; Tues & Fri 1.00pm-4.30pm; Wed 10.00am-4.30pm

ADVICE CENTRES run by VOLUNTARY ORGANISATIONS

CITIZENS ADVICE BUREAU

Whitechapel Bureau, 32 Greatorex Street ,London, E1 3NH

Tel: 0870 126 4014

SERVICE PROFILE: Advice and information on benefits, housing, debt, consumer, immigration and employment rights. Outreach surgeries at One Stop Shops.

Drop In: Mon to Fri 9.45am-5.00pm (Thurs until 7.00pm)

Appts: Mon-Fri 10.00am-5.00pm

CLAIM THE MAX PROJECT (CAB)

32 Greatorex Street ,London, E1 3NH

Tel: 020 7247 1050

SERVICE PROFILE: 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 Johnson Road E1 4SA

Tel: 020 7780 1777

SERVICE PROFILE: 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, London E14 9PG

Tel: 020 7987 9379

SERVICE PROFILE: 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-Fri 10.00am–12.00pm; Mon & Thurs 2.00pm-4.00pm

Appts: Please telephone to arrange.

LEGAL ADVICE CENTRE

104 Roman Road, London E2 0RN

Tel: 020 8980 4205

SERVICE PROFILE: Advice on housing, benefits, consumer debt and employment. Free evening legal advice.

Drop In: Mon 10.00am-12.00pm; Tues & Wed 2.00pm-4.00pm; Wed 6.00pm-8.00pm; Thurs 7.00pm-9.00pm; Sat 10.00am-12.00pm (University House). Mon 3.00pm-5.00pm; Wed 10.00am-12.00pm (Bow Idea Store)

Appts: Tues, Wed & Thurs mornings.

LIMEHOUSE PROJECT LIMITED

Cheadle Hall, Cheadle House, Copenhagen Place, London, E14 7EY

Tel: 020 7538 0075

SERVICE PROFILE: Advice and information 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 Tues 9.30am-12.30pm; LIFRA Hall Mon & Wed 9.30am-12.30pm

ADVICE CENTRES run by VOLUNTARY ORGANISATIONS

OCEAN SOMALI COMMUNITY ASSOCIATION

Concordia Community Centre, Railway Arches, 420-421 Burdett Road, E3 4AA

Tel: 020 7987 5833

SERVICE PROFILE: Advice and information on welfare benefits, housing and debt etc. Outreach surgeries at various community venues.

Drop In: Mon-Fri 9.30am-1.30pm

Appointments: Wed 9.30am-4.00pm

PRAXIS

Pott Street, London E2 0EF

Tel: 020 7729 7985

SERVICE PROFILE: General advice on welfare benefits, housing, immigration, employment for new residents.

Drop In: Wed 10.00am-2.00pm

Appointments: Thurs & Fri 10.00am-6.00pm

ISLAND ADVICE RIGHTS SHOP

296 Bethnal Green Road E2 0AG

Tel: 020 7739 4173

SERVICE PROFILE: Advice on housing, benefits, and debts.

Drop In: Mon & Wed 10.30am-1.00pm

Tel Advice: Mon-Thurs 10.00am-12.00pm

Appointments: To book an appointment for specialist help, please call the advice line or attend the drop in.

Drop In: Mon 9.30am-1.30pm; Wed 9.30am-1.00pm

SOUTH BROMLEY FORUM

27 Aberfeldy Street, London E14 0NU

Tel: 020 7987 9584

SERVICE PROFILE: Advice and information on welfare benefits, housing, and debt.

Opening Hrs: Mon-Tues 10.00am-4.30pm

Appointments: Wed 2.00pm-5.00pm; Thurs & Fri 10.00am-4.00pm

ST HILDA'S EAST COMMUNITY CENTRE

18 Club Row, E2 7EY

Tel: 020 7739 8066

SERVICE PROFILE: General advice on welfare benefits, housing and debt issues. Free evening legal advice.

Drop In: Legal Advice Tues 6.00pm-8.00pm (& Wed 6.00pm-8.00pm at Sonia Gardens, Tarling Street, E1)

Appointments: Mon & Wed 10.00am-12.00pm; Thurs & Fri 10.00am-1.00pm

ST PETERS COMMUNITY AND ADVICE CENTRE

1 Marian Place (off Pritchards Road) E2 9AX

Tel: 020 7739 8024 or 020 7729 9115

SERVICE PROFILE:

Advice and information on welfare benefits and housing.

Drop In: Mon & Wed 9.30am-1.30pm — Women

Drop In: Tues & Thurs 9.30am-1.30pm — Men

ADVICE CENTRES run by VOLUNTARY ORGANISATIONS

TOWER HAMLETS LAW CENTRE

214 Whitechapel Road, London E1 1BJ

Tel: 020 7247 8998

SERVICE PROFILE: 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 10.00am-1.00pm & 2.00-4.00pm excl. Tues pm.

Toynbee Hall Capitalise (DEBT ADVICE) and Free Legal Advice Centre (FLAC)

28 Commercial Street, E1 6LS

Tel: 020 7392 2953

SERVICE PROFILE: Free legal advice sessions and daytime specialist debt advice delivered at Toynbee and at outreach centres.

Drop In: Evening sessions (FLAC) from 7.00pm: Mon (employment); Tues (Debt); Wed (General); Thurs (Housing); Sat 11.00am-1.00pm (women only). Debt & benefits advice Thurs 10.00am-12.00pm

Appointments: Debt Advice Tel 020 7392 2953

WAPPING BANGLADESH ASSOCIATION

Wapping Youth Club (1st Floor), Tench Street, E1W 2QD

Tel: 020 7702 1708

SERVICE PROFILE: Advice on housing, welfare benefits, debt, and utility bills.

Drop In: Mon, Tues & Fri 2.00pm-5.30pm

Appointments: Wed & Thurs 9.30am-1.00pm

TELEPHONE ENQUIRY AND ADVICE LINES

AGE UK (Age Concern & 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) or 0845 606 0265 (general enquiries)

Textphone: 0845 169 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: 08457 133 133 Textphone: 0845 722 4433

Consumer Direct

Tel: 0845 040 508 www.consumerdirect.gov.uk

London Illegal Money Lending Team

Tel: 020 7364 6886 or 0300 555 2222



TOWER HAMLETS COUNCIL

ONE STOP SHOPS

Provide information and support with accessing a range council services including housing benefit and council tax benefit.

BETHNAL GREEN

1 Rushmead, E2 6NE

ISLE OF DOGS

Jack Dash House, 2 Lawn House Close E14 9YQ

BOW / NORTH POPLAR

1 Gladstone Place, E3 5EQ

SOUTH POPLAR

15 Market Square, Chrisp Street, E14 6AQ

STEPNEY/WAPPING

Cheviot House, 227-233 Commercial Road, E1 2BU

London E14 2BU

TOWER HAMLETS HOTLINES

020 7364 5001	Housing Benefits	020 7364 5002	Council Tax
020 7364 5003	Parking Services	020 7364 5004	Streetline
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 (find a GP)		
020 7364 5020	General Enquiries	0845 270 2400	Choice-Based Lettings

NATIONAL INFORMATION / ADVICE SERVICES

DWP (Department for Work & Pensions)

Tel: 0800 0 55 66 88

To make a claim for Income Support, Jobseekers Allowance or Employment & Support Allowance phone Mon-Fri, 8.00am-6.00pm or visit www.dwp.gov.uk/eservice

Directgov

www.direct.gov.uk

Information on benefits and public services, including forms. Includes online calculator for estimate of benefit entitlement.

Disability Law Service

Tel: 020 7791 9800 email: advice@dls.org.uk

Legal advice and representation for disabled people, their families and carers. Telephone lines open Mon to Fri 10.00am-5.00pm. www.dls.org.uk

Consumer Credit Counselling Service

Tel: 0800 138 1111

Free independent money advice and casework service. Telephone lines open Mon to Fri 8.00am-8.00pm. www.cccs.co.uk

National Debtline

Tel: 0808 808 4000

Free, independent money advice for people with debt problems. Telephone lines open Mon to Fri 9.00am-9.00pm; Sat 9.30am-1.00pm. www.nationaldebtline.co.uk

Community Legal Advice

Tel: 0845 345 4 345

Help & advice over the phone for problems with debt, welfare, housing, employment, education and benefits. A directory of approved solicitors. www.communitylegaladvice.org.uk

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

Payplan

Tel: 0800 280 2816

Free advice on debt and budgeting, including free debt management plans without upfront fees. Telephone lines open 8.00am-9.00pm. www.payplan.com

Shelter

Tel: 0808 800 4444

Free telephone advice line on housing and homelessness issues. Lines open Mon to Fri 8.00am-8.00pm; Sat to Sun 8.00am-5.00pm. www.shelter.org.uk

How to contact us:

EastendHomes

Tayside House

First Floor, 31 Pepper Street

E14 9RP

Tel: 0207 517 4700 Fax: 0207 515 0218

Email: via the website:
www.eastendhomes.net

Mile End Housing Office

38 Wager Street

E3 4JE

Tel: 0208 880 7055 Fax: 0208 880 7810

Email: milend@eastendhomes.net

Island Gardens Housing Office

137 Manchester Road

E14 3DN

Tel: 0207 538 2340 Fax: 0207 537 0512

Email: islandgardens@eastendhomes.net

Holland Housing Office

35 Commercial Street

E1 6BD

Tel: 0207 456 6700 Fax: 0207 456 6737

Email: holland@eastendhomes.net

St George's Housing Office

(incorporating Glamis)

61a Swedenborg Gardens

E1 8HP

Tel: 0207 680 8640 / 0800 028 1587

Fax: 0207 680 8641

Email: stgeorges&glamis@eastendhomes.net



Language Options and translations

Copies of this document can be made available, on request, in a range of formats including:

- ◆ Translation (including Bengali, Somali and other community languages)
- ◆ Braille
- ◆ Large Print
- ◆ Audio Tape

To request a different format, please contact your local housing Centre.

Other Leaflets available include:

Rents

Repairs

Customer care

Estate Services

Anti-Social Behaviour

Lettings Service