

Independent Advice Project



The Independent Advice Project was set up and funded by Homes for Islington to provide its residents with free access within their local community to independent, expert advice on a range of housing, welfare and legal problems.

Islington Law Centre run the advice sessions. Islington Law Centre is independent of Islington Council, Homes for Islington and Partners for Improvement in Islington and all advice given is impartial and confidential.

What kind of advice is available?

Advice sessions are split into two broad areas:

Legal and housing advice on issues such as:

- Disrepair problems in your home
- Tenancy related problems
- Possession proceedings
- Homelessness
- Transfer and bidding issues

Welfare rights advice on issues such as:

- Rent arrears and debt problems
- Housing Benefit and Council Tax Benefit
- Welfare benefit entitlements, including pension credits and disability living allowance
- How to maximise your income

Who can use the service?

Both tenants and leaseholders of Islington Council can use the service regardless of whether their home is managed by Homes for Islington or Partners for Improvement in Islington. Former tenants of Islington Council who still owe money to Homes for Islington or Partners for Improvement in Islington can also access the service.

Will the advice provided help me?

Since the project started it has helped hundreds of residents resolve outstanding issues and improve their financial positions. A survey in January 2007 of people who accessed the Independent Advice Project showed 3 out of 4 them thought the advice provided by the project was good or very good.

Information about appointments

- If you need an interpreter or signer to be present during your appointment or if you need other assistance please let the area housing office know and they will make appropriate arrangements in time for your appointment.

- The appointments take place between 1pm and 4pm on Tuesdays at Upper Street Area Office, Wednesdays at Holland Walk Area office and Thursdays at Lyon Street Area Office. People living in the Central Street area attend appointments at the Lyon Street Area Office.
- As many residents use this service you may have to wait a few weeks for your appointment. We will call or send you a mobile text to remind you about your appointment a couple of days before you meet the advisor so please give us a contact number when you book your appointment.
- An appointment with an advisor will last 30 minutes.
- Please do not forget to bring with you any letters or other information about your problem that might assist the advisor.
- If you will not be able to make it to your appointment please telephone the area office to let them know as soon as possible. By doing this we can arrange for someone else to be seen in your place and arrange another appointment for you if you still wish to see an advisor.

How can I make an appointment?

Appointments to see an advisor must be booked through one of Homes for Islington's local area housing offices. The contact details the area housing offices are:

Central Street Area Housing Office

85 Central Street
 London EC1V 8DT
 Tel: 020 7527 6524
 Email: csa@homesforislington.org.uk
 Minicom: 020 7527 6202

Holland Walk Area Housing Office

85-88 Holland Walk
 London N19 3XS
 Tel: 020 7527 7497
 Email: holland.walk@homesforislington.org.uk
 Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street
 London N1 1DQ
 Tel: 020 7527 6834
 Email: lyon.street@homesforislington.org.uk
 Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House
 257 Upper Street
 London N1 1RU
 Tel: 020 7527 5323
 Email: upperstreetAHO@homesforislington.org.uk
 Minicom: 020 7527 5440

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