



# Our Services

We support people living in rented accommodation to access legal advice and holistic, person centred support

We also campaign for their rights and for much needed change to our housing system



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We believe that safe, secure housing is a fundamental right that many of us sadly don't have.

Operating since 1989, we are still the only legal advice agency specifically supporting private renters, 'though we help social tenants and homeless too.

We are **much more** than just a housing advice agency. We strive to find the most appropriate way to support our clients, to relieve the stress they may be under and to improve health and wellbeing.

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Legal Advice

A Friendly Face

Support in Court

A Helping Hand



Benefits Advice

Campaigning for Change

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The following pages detail our services, and explain how anyone can be actively involved.

If **you** need help, contact us now:

**020 7624 4327**

**info@Advice4Renters.org.uk**

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# Housing Advice Centre

Legal advice and help at court for those who qualify for  
legal aid



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Most of the advice we give is through the legal aid system, which covers the following areas of advice:

- Serious disrepair which means there is a risk to the health or safety of the client or a member of their household because of conditions in the home
- Where the landlord has started court proceedings for possession or has applied to the court for an eviction
- If the landlord has illegally evicted the client or if you the client needs to apply to the court for an injunction to stop the landlord or somebody else harassing the client in their home
- If the client is homeless and has wrongly been refused help by the Council

We need to check that people are financially eligible for legal aid before using this service, so we ask all who use our Housing Advice Centre to give us evidence of their income (pay slips, benefits, savings etc).

If the problem is not one of those listed above, or if the client is not financially eligible, we may still be able to help through our "Green Light Laws" or Renters Legal" services.



# Green Light Laws

Don't qualify for legal aid? This grant funded service can help you claim back money from your landlord



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This service is for people on a low income whose issues **fall outside** of what can be covered by legal aid.

Under this service we can:

- Help tenants who are having trouble getting their tenancy deposit back at the end of the tenancy
- Help tenants claim compensation if their landlord hasn't protected their deposit in a Government approved scheme, as the law requires.

We can also help people to apply to the tribunal service for a Rent Repayment Order, where tenants can claim back up to 12 months' rent in the following circumstances:

- If the landlord has harassed or illegally evicted the tenant
- If the landlord has not complied with local authority orders, such as an order to do repairs
- If a tenant is you living in a home that should have a property licence but does not.

We are also keen to help tenants to test new or under-used areas of law, such as the new law that states homes should be fit for human habitation when tenants first move in.

If you're not sure if this applies to you or your client - call us and we'll try our best to help



# Renters Legal

Our paid for legal advice service for private rented tenants



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This service is for those who are not eligible for any of our free advice or legal help services.

As a charity, our fees are a great deal cheaper than private solicitors so we are able to help many people who assume they could never afford a solicitor.

If any court action is needed, we will advise whether this could be covered under a 'No Win, No Fee' arrangement too.

We've been helping private tenants since 1989 so have great experience in this area of the law.

The best course of action is to get in touch if you're unsure if we can help

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# Mentoring and Befriending

1:1 support for people who may need some practical assistance with day-to-day challenges



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This service offers 1:1 support to people who may need some practical assistance with day-to-day challenges.

Usually these clients come to us for legal help first, but we can **take on anyone** who needs the help, so please refer anyone who would find this useful

Clients will be matched with one of our trained mentors who will work with them to achieve specific goals they have both agreed.

As well as offering a listening ear, our volunteers help with things like changing energy tariffs to reduce bills, introducing clients to local community groups, accompanying clients to community meetings to ensure they can have your say, collating evidence to support housing/benefit applications and much more.

The programme is for a maximum of six months, where mentors/mentees can meet weekly for a couple of hours in a public space, like a library.

For those with longer term aspirations we can explore how we can work with them past the end of the programme too, so they can continue on your journey towards achieving their life goals.



# Money

We offer a host of financial help services under the "Advice for Renters Money" banner



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Advice for Renters Money is one of our larger projects, dedicated to improving the financial well-being, capability and resilience of the community.

It aims to tackle financial exclusion by empowering people to take greater control of their money, improve their financial circumstances, stay on top of their day to day finances and get back on track.

Services include:

**Providing Community Money Mentors** who support clients to

- Put together their own realistic budget
- Keep a spending diary - this helps clients to track of day to day spending
- Identify areas where the client could maximise income and reduce spending
- Help clients with price comparisons for broadband, mobile phones and energy bills.
- Help applying for grants (e.g. for utility arrears or essential items)
- Help to access follow-on services e.g. debt advice, benefits advice

**Supporting community leaders**, their staff and volunteers to build resilient communities through sustainable initiatives reaching those financially excluded and marginalised.

**Debt Management Centre** (CMA Affiliated)

Our Debt Managers will support clients dealing with serious complex debt.

**Financial Hardship Grants** (Acts 435 Affiliated)

Supporting clients in financial crisis with items of basic need.

**Brent Mutual**

Providing access to fair financial services through our very own branch of Hillingdon Credit Union - see more below



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**Brent Mutual** is the **Advice For Renters Money** branch of Hillingdon Credit Union.

- Providing access to fair financial services
- Helping people to save
- Offering affordable access to credit - particularly for those on a low income

A credit union is a financial co-operative - a smaller, community focused, not for profit version of a bank. Just like any bank you can open an account, deposit money and take out a loan.

When you open an account at a credit union you are considered a member as opposed to a customer and while banks are typically owned by investors and serve customers, credit unions are both owned by and serve their members.

Profits generated by credit unions are distributed back to its members by a more personalised service, higher interest rates on savings and lower interest rates on loans.

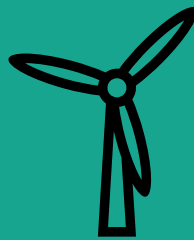
Those in receipt of Child Benefit may access low cost loans of up to £500, which could be a manageable solution when having to wait weeks for a first Universal Credit payment - avoiding the use of high interest "pay day loans".

For anything to do with Advice for Renters Money contact:

**0203 971 4587**  
**money@advice4renters.org.uk**

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# Energy

We offer a host of financial help services under the "Advice for Renters Money" banner



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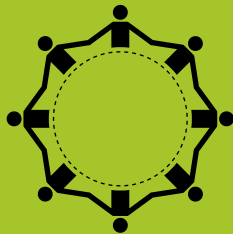
Advice for Renters Energy is our latest project aimed at ending fuel poverty for our clients

We have dedicated **Energy & Environmental Advisers** will support clients to:

- Ensure they homes are heated efficiently and affordably
- Challenge utility disputes
- Switch utility providers
- Deal with utility arrears
- Review eligibility for Warm Home Discounts and Priority Services Registration

We are also campaigning to ensure Landlords meet the legal minimum energy efficiency standards of EPC band E or higher.

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# Join Us

If you support our cause please join us and help create a  
fair Private Rented Sector





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We are a democratic organisation, governed by our members, through a Board of Trustees elected at our Annual General Meeting.

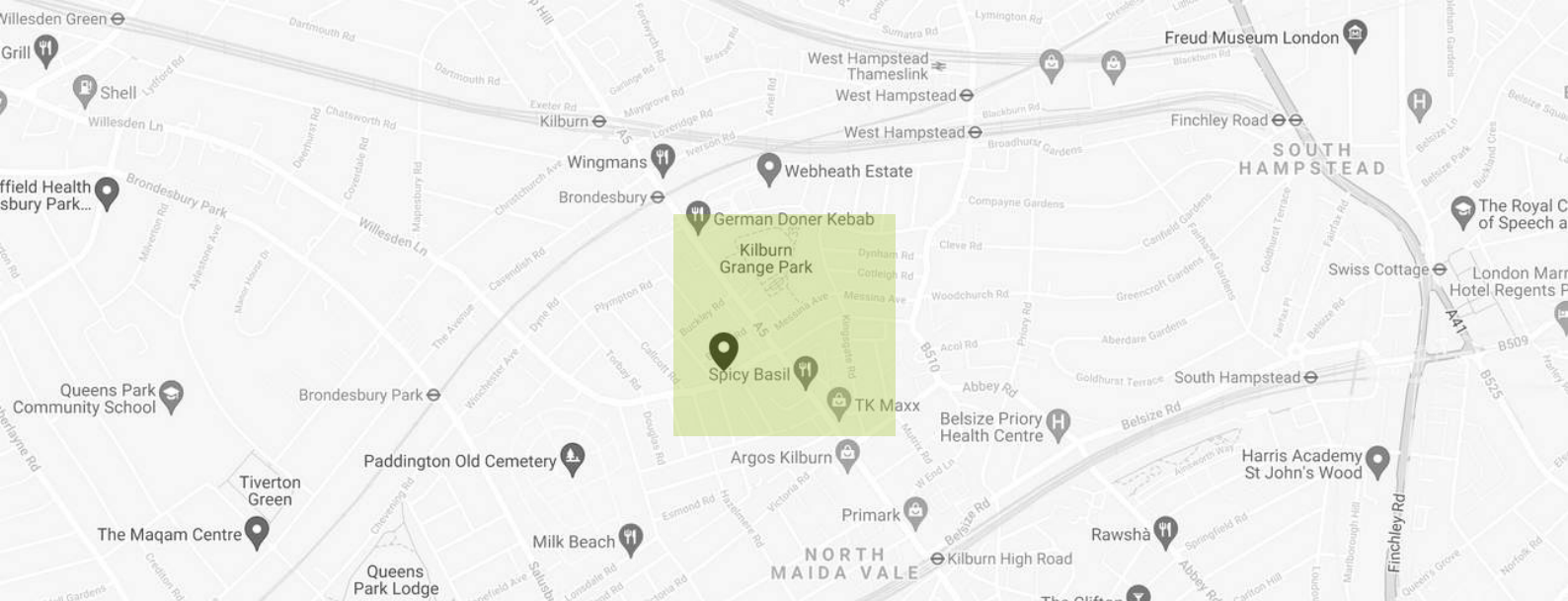
We encourage all who support our cause to join us.

We invite members' views on how the world should be changed to give private renters a better deal.

Our Senior Renters Group meets about once a quarter to discuss issues of concern to older renters.

We also have a Group which meets to share stories about their experiences as private tenants. The stories will be a base for a publication to make more people understand the problems

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## Advice For Renters

36 – 38 Willesden Lane

Kilburn

London

NW6 7ST

Phones are answered from  
9:30am-4:30pm (Monday - Friday)

Drop in service  
9:30am-1pm - No appointment needed.

Pre-booked appointments  
1pm-4:30pm - Please ring the bell.

**020 7624 4327**

**[info@advice4renters.org.uk](mailto:info@advice4renters.org.uk)**

**[www.adviceforrenters.org](http://www.adviceforrenters.org)**

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