

HELP FOR WALTHAM FOREST RESIDENTS

FOR CONFIDENTIAL SUPPORT
AND ADVICE PLEASE CALL
THE NUMBERS BELOW.



OUR HOUSING SERVICE IS HERE TO HELP - GET IN TOUCH!

Housing management issues (making changes to or ending a tenancy, reporting anti-social behaviour, or getting help with rehousing) – please contact your housing officer or email wfdirect@walthamforest.gov.uk

Rent issues (help with paying rent or rent arrears, direct debits, water charges) – please email rents@walthamforest.gov.uk

If you are homeless and living in temporary accommodation provided by the council and have issues paying your rent, then contact TAincomeandpayments@walthamforest.gov.uk

Repairs and maintenance – Council tenants and Temporary accommodation residents in Council hostels' please call **020 8496 4197** Option "4", then Option "1".

For other temporary accommodation residents please contact your managing agent.

Estate management (issues with the cleanliness of your estate or block) – please email estate.services@walthamforest.gov.uk or call **0208 496 4092**

SMELL GAS?

To report a gas leak or if you suspect a carbon monoxide emergency, please call the gas emergency service on **0800 111 999**. Available 24/7.



WORRIED ABOUT ENERGY BILLS?

For help with reducing your energy bills and making your home warmer – please call:

07890 642 945 or email CSRbox@morgansindall.com to access an Energy Café where you can receive online, over the phone, or face-to-face advice.



NEED HELP WITH GETTING A JOB?

For help with:

- Writing a CV
- Preparing for an interview
- Looking for a new job
- Other advice on getting a job

Please email CSRbox@morgansindall.com to attend an employability session (Monday 9:30am-3:30pm at your local job centre).

NEED ADVICE ABOUT DEBT, MONEY, OR BENEFITS?

For debt, benefits, employment advice, call **0300 330 1175** to speak to Waltham Forest Citizens Advice Bureau. Available 9am-5pm Monday to Friday.

For the Money Advice Service, call **0800 138 7777** Available 8am-6pm Monday to Friday.

Use entitledto.co.uk to check you are claiming every benefit you are entitled to.



for more information on money and benefits support.



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**DOES YOUR FAMILY MEMBER, PARTNER, OR CARER
HURT, THREATEN, OR TRY TO CONTROL YOU?**

YOU ARE NOT TO BLAME. YOU ARE NOT ALONE.

Call **0808 2000 247** to speak to the **National 24/7 Domestic Abuse helpline**.

Call **0808 802 9999** for the helpline if you have experienced rape, sexual assault, sexual abuse or any other type of sexual violence – or you're not sure what happened. **Available 12-2.30pm and 7-9.30pm Monday to Sunday.**

Call **0808 801 0327** or email info@mensadvice.org.uk for the helpline for male victims of domestic abuse. **Available 10am-8pm Monday to Friday.**

Call **0808 802 4040** or email info@respectphoneline.org.uk if you are harming your partner or family and want to get help to stop. **Available Monday to Friday 10am-8pm.**



for more
information

**CONCERNED ABOUT DRUG OR ALCOHOL ISSUES FOR
YOURSELF, OR A FRIEND, OR FAMILY MEMBER?**

Talk to Frank - call **0300 123 6600** or text **82111** for confidential advice on drugs. **Available 24/7.**

Talk to Drinkline - call **0300 123 1110** for advice around alcohol. **Available 9am-8pm Monday to Friday, 11am-4pm Saturday to Sunday.**



**WOULD YOU LIKE TO TALK TO
SOMEONE ABOUT YOUR MENTAL
HEALTH?**

Talk to the Samaritans - call
116 123 or email jo@samaritans.org with any
concerns, stresses or worries. **Available 24/7.**



TALK

