



Useful contacts for council homeowners

Issue	Contact details
Alterations	If you don't have your Leasehold Services Officer's direct number, please call 020 7527 7715
Anti-social behaviour (ASB) and Noise nuisance	T: 020 7527 7272 W: www.islington.gov.uk/community-safety/anti-social-behaviour Ask for the ASB Officer E: noise.issues@islington.gov.uk
Area Housing Office queries	Upper Street Area Housing Team Opening hours 9am-5pm T: 020 7527 5300 E: upperstreet.housing@islington.gov.uk Holland Walk Opening hours 9am-4.45pm T: 020 7527 7480 E: holland.walk@islington.gov.uk St John Street Area Housing Team Opening hours 9am -4.45pm T: 020 7527 6250 E: StJohn.Housing@islington.gov.uk Contact the Tenancy Management Officer for your area for fob keys and leak queries.
Benefits (Department of Work and Pensions - DWP)	W: www.dwp.gov.uk
Income Maximisation	Contact the Income Maximisation Team if you are not sure if you are receiving the benefits you are entitled to. T: 020 7527 8600 or Freephone: 0800 731 8081 E: claimit@islington.gov.uk
Building Control	T: 020 7527 5999 E: building.control@islington.gov.uk W: www.islington.gov.uk/buildingcontrol
Building insurance claims	T: 08000 026 1841 (claims notification) E: homeclaims@uk.zurich.com You must make a claim within 90 days of the incident.
Bulky waste and refuse	T: 020 7527 2000 E: contact@islington.gov.uk W: www.islington.gov.uk/bulkywaste Assisted collections can be booked through My eAccount Ask for the Bulky Waste and Refuse Team
Buying the freehold of your building	T: 020 7527 7809
Caretaking	Contact your Area Housing Office and ask for your Estate Services Officer.
Citizen Advice Bureau (CAB)	T: 0300 330 1197 W: www.islingtoncab.org . Opening hours: Monday to Friday 10am - 4pm
Complaints and compliments	T: 020 7527 3007 W: www.islington.gov.uk/comments
Council tax	T: 020 7527 2633 W: www.islington.gov.uk/counciltax Visit your My eAccount
Debt advice	W: www.islington.gov.uk/advice/money-and-debt-advice National debtline T: 0808 808 4000 W: www.nationaldebtline.org

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Employment support	iWork helps unemployed residents get into work using coaching and mentoring techniques. T: 020 7527 2706 E: iwork@islington.gov.uk
Extending your lease	T: 020 7527 7715 Ask for your Leasehold Services Officer
Fob keys	Contact your Area Housing Office or your Concierge
Garages	Contact your Area Housing Office
Handyman	T: From a landline: 0800 694 3344 (then option 5) T: From a mobile: 020 7527 5400 (then option 5) E: Repairs.handyperson@islington.gov.uk
Home Ownership Services	T: 020 7527 7715 E: homeownership@islington.gov.uk W: www.islington.gov.uk/leaseholders
Leaks	Contact Housing Direct T: 0800 694 3344
Legal advice on leasehold issues (Leasehold Advisory Service - LEASE)	T: 020 7832 2500 W: www.lease-advice.org
Letting and property management services (Islington Residential)	T: 020 7527 4200 E: islingtonlettings@islington.gov.uk W: www.islingtonlettings.org.uk
Major Works Consultation or Collection queries	If you don't have your officer's direct number, please call 020 7527 7715 Major Works Consultation (select option 7) Major Works invoice queries (select option 6)
Parking	W: www.islington.gov.uk/parking . T: 020 7527 1338 / 020 75271414 For estate parking, contact your Area Housing Office
Paying your service charges	T: 020 7527 8000, where you pay using an automated service
Pest control	T: 020 7527 3190 E: pest.control@islington.gov.uk
Planning	T: 020 7527 6743 - Opening hours 9am-1pm W: www.islington.gov.uk/services/planning
Recycling and rubbish collection	T: 020 7527 2000 W: www.islington.gov.uk/recycling W: www.islington.gov.uk/recycling-and-rubbish
Repairs to communal areas	T: 0800 694 3344 E: repairs@islington.gov.uk
Selling your property	T: 020 7527 7715 (select option 5)
Service Charges	If you don't have your Leasehold Services Officer's direct number, please call 020 7527 7715
Staircasing (Shared Ownership properties)	T: 020 7527 7705
Subletting your property	T: 020 7527 7715 Ask for your Leasehold Services Administrator
Windows (purchase of)	If you don't have your Leasehold Services Officer's direct number, please call 020 7527 7715