



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 Ask for the ASB Officer W: www.islington.gov.uk/asb
Area Housing Office queries	T: 020 7527 5300 E: HomesandCommunities@Islington.gov.uk Alternatively, you can visit our office and speak to someone in person at: 222 Upper Street, London N1 1XR Opening hours: 9am – 5pm Monday – Friday (Last appointment at 4.30pm)
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	T: 020 7527 5300 E: HomesandCommunities@Islington.gov.uk
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
Employment support	iWork helps unemployed residents get into work using coaching and mentoring techniques. T: 020 7527 2706 E: iwork@islington.gov.uk

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Extending your lease	T: 020 7527 7715 Ask for your Leasehold Services Officer
Fob keys	T: 020 7527 5300 E: HomesandCommunities@Islington.gov.uk
Garages	T: 020 7527 5300 E: HomesandCommunities@Islington.gov.uk
Handyman	T: From a landline: 0800 694 3344 T: From a mobile: 020 7527 5400 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 Major Works invoice queries
Parking	T: 020 7527 1338 / 020 7527 1414 W: www.islington.gov.uk/parking
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 E: planning@islington.gov.uk. W: www.islington.gov.uk/planning/applications
Recycling and rubbish collection	T: 020 7527 2000 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
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