



## Useful contacts for council homeowners

Issue	Contact details
<b>Alterations</b>	If you don't have your Leasehold Services Officer's direct number, please call 020 7527 7715 <b>E:</b> homeownership@islington.gov.uk <b>W:</b> www.islington.gov.uk/housing/council-homeowner-services/making-alteration-to-your-property
<b>Anti-social behaviour (ASB) and Noise nuisance</b>	<b>W:</b> www.islington.gov.uk/asb
<b>Area Housing Office queries</b>	<b>T:</b> 020 7527 5300 <b>E:</b> HomesandCommunities@Islington.gov.uk
<b>Benefits</b> (Department of Work and Pensions - DWP)	<b>W:</b> www.dwp.gov.uk
<b>Building Control</b>	<b>T:</b> 020 7527 5999 <b>E:</b> building.control@islington.gov.uk <b>W:</b> www.islington.gov.uk/planning/building-control
<b>Building insurance claims</b>	<b>T:</b> 0800 026 1841 (claims notification) <b>E:</b> homeclaims@uk.zurich.com <b>W:</b> www.islington.gov.uk/housing/council-homeowner-services/leaseholder-buildings-insurance You must make a claim within 90 days of the incident.
<b>Bulky waste and refuse</b>	<b>T:</b> 020 7527 2000 <b>E:</b> contact@islington.gov.uk <b>W:</b> www.islington.gov.uk/bulkywaste Assisted collections can be booked through My eAccount Ask for the Bulky Waste and Refuse Team
<b>Buying the freehold of your building</b>	<b>T:</b> 020 7527 7809
<b>Caretaking</b>	<b>T:</b> 020 7527 5300 <b>E:</b> HomesandCommunities@Islington.gov.uk
<b>Citizen Advice Bureau (CAB)</b>	<b>T:</b> 0300 330 1197 <b>W:</b> www.islingtoncab.org Opening hours: Monday to Friday 10am - 4pm
<b>Complaints and compliments</b>	<b>T:</b> 020 7527 3007 <b>W:</b> www.islington.gov.uk/comments
<b>Council tax</b>	<b>T:</b> 020 7527 2633 <b>W:</b> www.Islington.gov.uk/counciltax Visit your My eAccount
<b>Debt advice</b>	<b>W:</b> www.islington.gov.uk/advice/money-and-debt-advice National debtline <b>T:</b> 0808 808 4000 <b>W:</b> www.nationaldebtline.org
<b>Employment support</b>	iWork helps unemployed residents get into work using coaching and mentoring techniques. <b>T:</b> 020 7527 2706 <b>E:</b> iwork@islington.gov.uk
<b>Extending your lease</b>	<b>T:</b> 020 7527 7715 <b>W:</b> www.islington.gov.uk/housing/council-homeowner-services/your-lease/extending-your-lease
<b>Fob keys</b>	<b>T:</b> 020 7527 5300 <b>E:</b> HomesandCommunities@Islington.gov.uk

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<b>Garages</b>	<b>T:</b> 020 7527 5300 <b>E:</b> HomesandCommunities@Islington.gov.uk
<b>Handyman</b>	<b>T:</b> From a landline: 0800 694 3344 <b>T:</b> From a mobile: 020 7527 5400 <b>E:</b> Repairs@islington.gov.uk
<b>Home Ownership Services</b>	<b>T:</b> 020 7527 7715 <b>E:</b> homeownership@islington.gov.uk <b>W:</b> www.islington.gov.uk/leaseholders
<b>Leaks</b>	Contact Housing Direct <b>T:</b> 0800 694 3344
<b>Income Maximisation</b>	Contact the Income Maximisation Team if you are not sure if you are receiving the benefits you are entitled to. <b>T:</b> 020 7527 8600 or Freephone: 0800 731 8081 <b>E:</b> claimit@islington.gov.uk
<b>Independent advice on leasehold issues</b>	Leasehold Advisory Service - LEASE <b>T:</b> 020 7832 2500 <b>W:</b> www.lease-advice.org
<b>Letting and property management services</b> (Islington Residential)	<b>T:</b> 020 7527 4200 <b>E:</b> islingtonlettings@islington.gov.uk <b>W:</b> www.islingtonlettings.org.uk
<b>Major Works Consultation queries</b>	<b>T:</b> 020 7527 7715
<b>Parking</b>	<b>T:</b> 020 7527 1338 / 020 7527 1414 <b>W:</b> www.islington.gov.uk/parking
<b>Pest control</b>	<b>T:</b> 020 7527 3190 <b>E:</b> pest.control@islington.gov.uk
<b>Planning</b>	<b>T:</b> 020 7527 6743 - Opening hours 9am-1pm <b>E:</b> planning@islington.gov.uk. <b>W:</b> www.islington.gov.uk/planning/applications
<b>Recycling and rubbish collection</b>	<b>T:</b> 020 7527 2000 <b>W:</b> www.islington.gov.uk/recycling-and-rubbish
<b>Repairs to communal areas</b>	<b>T:</b> 0800 694 3344 <b>E:</b> repairs@islington.gov.uk
<b>Selling your property</b>	<b>T:</b> 020 7527 7715 <b>W:</b> www.islington.gov.uk/homeownerselling to pay for a sell-on pack
<b>Service Charges</b>	To make a payment call 0300 456 0532 or pay online at www.islington.gov.uk/payservicecharges For queries, call 020 7527 7715.
<b>Staircasing</b> (Shared Ownership properties)	<b>T:</b> 020 7527 7705
<b>Subletting your property</b>	Register online at www.islington.gov.uk/homeownersubletting
<b>Windows (purchase of)</b>	If you don't have your Leasehold Services Officer's direct number, please call 020 7527 7715