

Useful contacts for council homeowners

Issue	Contact details
Alterations	If you don't have your Leasehold Officer's direct number, please call 020 7527 7715 Email: homeownership@islington.gov.uk www.islington.gov.uk/housing/council-homeowner-services/making-alteration-to-your-property
Anti-social behaviour (ASB) and noise nuisance	Tel: 020 7527 5300 Out of hours: 0207 527 7272 Email: HomesandCommunities@Islington.gov.uk www.islington.gov.uk/asb
Benefits (Department of Work and Pensions)	www.dwp.gov.uk
Building Control	Tel: 020 7527 5999 Email: building.control@islington.gov.uk www.islington.gov.uk/planning/building-control
Building insurance claims	Tel: 0800 026 1841 (claims notification) Email: homeclaims@uk.zurich.com www.islington.gov.uk/housing/council-homeowner-services/leaseholder-buildings-insurance You must make a claim within 90 days of the incident.
Bulky waste and refuse	Tel: 020 7527 2000 ask for the Bulky Waste and Refuse Team Email: contact@islington.gov.uk www.islington.gov.uk/bulkywaste Assisted collections can be booked through My eAccount
Buying the freehold of your building	Tel: 020 7527 7809
Caretaking	Tel: 020 7527 5300 Email: HomesandCommunities@Islington.gov.uk www.islington.gov.uk/housing/repairs-and-estate-management
Citizen Advice Bureau (CAB)	Tel: 0300 330 119 open Monday to Friday 10am - 4pm www.islingtoncab.org
Complaints and compliments	Tel: 020 7527 3007 www.islington.gov.uk/comments
Council tax	Tel: 020 7527 2633 www.islington.gov.uk/counciltax
Debt advice	www.islington.gov.uk/advice/money-and-debt-advice National debtline Tel: 0808 808 4000 www.nationaldebtline.org
Employment support	iWork helps unemployed residents get into work using coaching and mentoring techniques. Tel: 020 7527 2706 Email: iwork@islington.gov.uk
Extending your lease	Tel: 020 7527 7715 www.islington.gov.uk/housing/council-homeowner-services/your-lease/extending-your-lease

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