



Housing Help

WHERE TO SEEK ADVICE FROM



Student Housing Bureau
Royal Holloway, University of London

Having problems living off Campus?

We recognise how daunting it can be, dealing with private landlords and estate agents for the first time, not to mention having to take responsibility for deposits, bills and house management on a daily basis. Students experiencing such difficulties should know there are always places to turn for support and information

Below are some contacts that can provide support:

Student Housing Bureau

Contact: *Tristan Dewhurst*

Email: *tristan.dewhurst@rhul.ac.uk / studenthousing@rhul.ac.uk*

Website: *www.rhul.ac.uk/registry/sac/sh/private-housing.html*

Telephone: *01784 443349*

Open: *10.30am – 4.00pm Monday - Friday*

How they can help:

Face-to-face advice and information

Forwarding correspondence onto students and landlords

Recording and responding to complaints against landlords

Help finding a house, house-hunting and finding a housemate

Student Union: Student Advice Centre

Contact: *Charlotte Bassam-Bowles / Tina Rainer*

Email: *vpedwelfare@su.rhul.ac.uk / tina@su.rhul.ac.uk*

Website: *http://surhul.co.uk/advice*

Telephone: *01784 486300 / 01784 486325*

Open: *10am – 5.00pm Monday - Friday*

How they can help:

Proactively contacting landlords and agents, petitioning on behalf of students

Contract Advice

Confidential advice and information

Mediators for Resolution

Help finding a housemate

Student Counselling

Runnymede Borough Council

Contact: *Kuda Magorimbo / Phil McDonald*

Email: *kuda.magorimbo@runnymede.gov.uk /*

philip.mcdonald@runnymede.gov.uk/ housing@runnymede.gov.uk

Website: *www.runnymede.gov.uk*

Telephone: *01932 425886 / 01932 425888*

How they can help:

Advice upon general housing problems and legal issues

Free property inspections

Information about property and tenancy legislation

Full information and advice about Accreditation

Citizen's Advice Bureau

Website: *www.adviceguide.org.uk*

Staines

Telephone: *01784 444220 (advice line) 01784 444215 (appointment line only)*

Egham

Telephone: *01932 827187 (to make an appointment)*

How they can help:

Helpline

Advice by Appointment

Legal Advice and Support Service

Free & Confidential

University of London Housing Services

Contact: *Aisling Traynor / Bob Miller / Roland Shanks*

Website: *www.housing.lon.ac.uk*

Email: *housing@london.ac.uk*

Telephone: *02078 628880*

How they can help:

Help finding housing in Greater London

Advice & support about private housing

Able to check contracts and clauses

Free & Confidential

Other Useful Organisations

National Union of Students (NUS): *www.nusonline.co.uk/info/housing/*

Direct.gov.uk: Links to Home & Community - Renting

Shelter's Advice Services: *www.shelter.org.uk / 0808 800 4444*

Community Legal Advice: *www.clsdirect.org.uk / 0845 3454 345*

The Housing Corporation: *www.housingcorp.gov.uk/server/show*

ARLA - Association of Residential Lettings Agents: *www.arla.co.uk / 01926 496800*

CORGI - Council for Registered Gas Installers: *www.trustcorgi.com*

To verify registration - *01256 372300*

Gas Consumers' Council - *0645 060708*

enquiries@trustcorgi.com

HSE—Health & Safety Executive: *www.hse.gov.uk/gas*

HSE Gas Advice Line - *0800 300363*

Fire Gateway: *www.fire.gov.uk*

NICEIC-National Inspection Council for Electrical Installation Contracting:

www.niceic.org.uk - 08700 130 382

Energy Watch: *www.energywatch.org.uk / 08459 060708*

Homeless London: *www.homelesslondon.org*

The Foyer Federation: *www.foyer.net*

Nightstop UK: *www.nightstop-uk.org / 01274 533004*