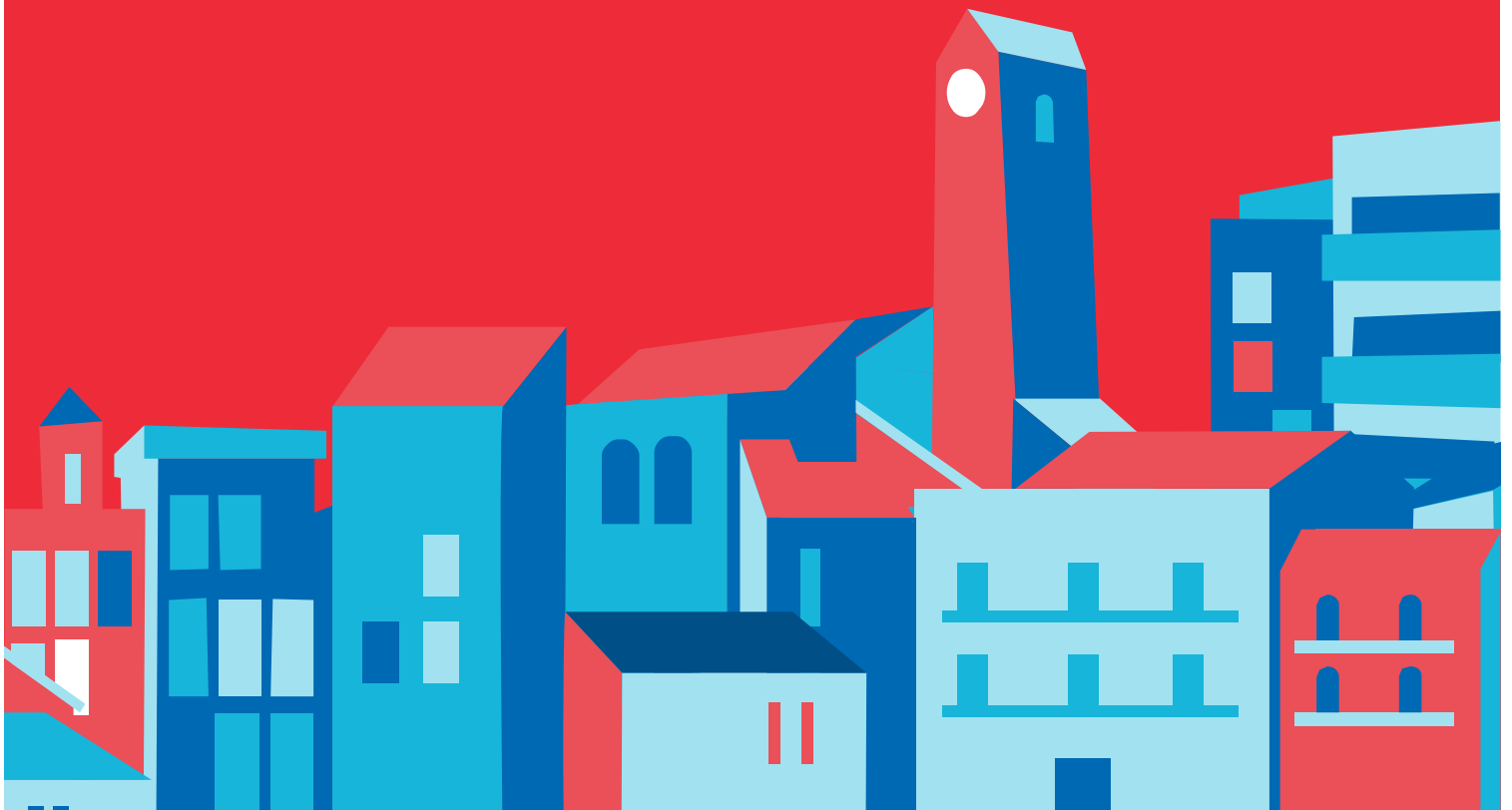


WE ARE SUPPORTING.

WE ARE NEWHAM.



Free help with housing

www.newham.gov.uk/council/cost-living-response

WORRIED ABOUT LOSING YOUR HOME?



If you are worried about losing your home, for example you have missed a rental payment or worried about eviction, contact the Homeless Prevention Team at: hpas@newham.gov.uk

www.newham.gov.uk/housinghomes-homelessness/homelessness-prevention-advice

If you're having problems with a private landlord or letting agency contact:

☎ 020 3373 1950
✉ privatehousing@newham.gov.uk

IMPROVEMENTS AND REPAIRS



If you live in council housing and you have an emergency repair (for example dangerous electrical faults, heating failures impacting on health, water leaks) call 0800 952 5555. For more information visit:

www.newham.gov.uk/housing-homes-homelessness/repairs-1/4?documentId=86&categoryId=20001

If you live in a housing association property contact your landlord first and if not resolved then contact the Private Sector Housing Standards team

✉ privatehousing@newham.gov.uk

If you are privately renting then please read our tenants pack and report any problems to your landlord:

www.newham.gov.uk/downloads/file/3968/tenants-pack-final-nov-2021

If your property is in disrepair and you want to report it to the council, please speak to your landlord/managing agent first and if no response then complete the 'Report it' form on the council website or contact:

☎ 020 3373 1950.
✉ ENVPrivate.SectorHousing@newham.gov.uk

DAMP AND MOULD



For advice to reduce damp and mould visit:

www.newham.gov.uk/housinghomes-homelessness/dampcondensationmould

If you live in council housing get advice and support from Newham Council's Damp and Mould Taskforce:

✉ dampandmouldtaskforce@newham.gov.uk

If you are experiencing damp and mould in a rental property please talk to your landlord first and if no response contact:

✉ ENVPrivate.SectorHousing@newham.gov.uk

PEST CONTROL



If you have a problem with pests (e.g. rats, mice) call to arrange for a Pest Control Officer to come and help resolve the problem call:

☎ 020 8430 4133
(Monday to Friday, 9am to 5pm)

Support for Newham council housing tenants is free and landlords have duties under licensing to deal with pest infestations. The removal of rats is free for all in Newham but charges apply for other pests.

For more information visit:

www.newham.gov.uk/publichealth-safety/pest-control-1

HOUSING HUBS



Anyone living in Newham can make an appointment to speak to someone at our Housing Hub:

22 Broadway, Stratford, London, E15 4QS

Opening hours: Monday to Friday, 9.30am-4.30pm (please note that this hub will be closed between 12.30pm and 1.30pm each day)

Book an appointment:

✉ stratfordhousinghub@newham.gov.uk

EMERGENCY HELP



Emergency help for families with children:

MASH

☎ 020 3373 4600 during office hours (Mon-Thu, 9am-5.15pm or Fri 9am-5pm) 020 8430 2000 at any other time

Pregnant and need immediate help or you're clinically or physically vulnerable:

✉ Accessto.AdultsSocialCareTeam@newham.gov.uk

Help filling in a form: Speak to your local Community Neighbourhood Link Worker:

☎ 020 8430 2000 (option 2)
✉ CNLW@newham.gov.uk
www.newham.gov.uk/linkworkers