

## Tenancy Advice information 2025

### 999 CLUB (DEPTFORD CENTRE)

21 Deptford Broadway  
SE8 4PA

Phone: **020 8694 5797**

Monday-Friday: **9am-3pm** Day Centre drop-in

**Map** Website: <https://999club.org>

If you are homeless you can visit our drop-in day centre. You can have a shower, hot food, use the phone, computer or WIFI, do your laundry or check your post.

Our staff can support you to find a place to stay and access our other services if you need them. We have a women-only space called The Sanctuary.

Accommodation/housing advice, Creative classes, Bathroom/showers, Careers advice, Education/training, Internet access, Laundry, Tenancy support, Legal advice, Food

### ACTON HOMELESS CONCERN

Emmaus House, 1 Berrymead Gardens  
W3 8AA

Phone: **020 8992 5768**

Monday: **7am-2:30pm**

Tuesday-Friday: **8am-2:30pm**

**Map** Website: <http://bit.ly/1rY49Ay>

All the services provided by Acton Homeless Concern are free. As well as hot food and a warm place to sit, we can offer advocacy and advice on different areas that people in need suffering homelessness or poverty may be experiencing.

Showers, haircuts, clothing and household items available. Everyone is welcome - call for more information about specific services.

Accommodation/housing advice, Barber, Clothing store, Counselling, Dentist, Food, Medical/health, Food (free), Bathroom/showers, Advocacy, Tenancy support, Mental health

### ALBERT KENNEDY TRUST (LONDON)

Unit 203, Hatton Square Business Centre, 16/16a Baldwins Gardens  
EC1N 7RJ

Phone: **020 7831 6562**

Monday-Friday: **10am-4:30pm**

**Map** Website: <https://bit.ly/2Re6hXZ>

Supports LGBT 16-25-year-olds who are homeless or living in a hostile or violent environment because they have come out as lesbian, gay, bisexual or trans to their parents or care giver.

Accommodation/housing advice, Advocacy, Creative classes, Debt advice, Education/training, Tenancy support

### ASHFORD PLACE

60 Ashford Road, Cricklewood  
NW2 6TU

Phone: **020 8208 8590**

Monday-Thursday: **9:30am-5pm**

Friday: **10:30am-5pm**

**Map** Website: <http://bit.ly/2s9GQLU>

Housing advice by appointment. Advice on housing benefit and support to negotiate new accommodation.

Mental health, Accommodation/housing advice, Alcohol workers, Creative classes, Careers advice, Clothing store, Debt advice, Education/training, Food, Internet access, Medical/health, Music/drama, Outreach workers, Tenancy support

#### **ASSISTED HOMES CIC**

453 High Road, Wood Green  
N22 8JD

Phone: **0208 889 1119**

Monday-Friday: **9am-5pm**

**Map** Website: <https://bit.ly/2Oet7xF>

Assisted Homes recognizes that people suffering from homelessness often need more than just a roof over their heads. The floating support provides a platform for the service users to make the transition to independent living as smoothly as possible.

Accommodation/housing advice, Creative classes, Debt advice, Tenancy support, Step-free

#### **BENCH OUTREACH**

14 New King Street, Deptford  
SE8 3HS

Phone: **020 8694 7740**

Thursday: **1pm-4pm** (SHE)

**Map** Website: <http://bit.ly/2DRyNsT>

SHE (Support, Help, Empowerment) is a weekly drop-in session offering advice to homeless and vulnerable women in a safe, female-only space.

Accommodation/housing advice, Creative classes, Food (free), Leisure facilities, Outreach worker links, Tenancy support

#### **CARDINAL HUME CENTRE**

3-7 Arneway St, Horseferry Rd  
SW1P 2BG

Phone: **020 7222 1602 (reception)**

Monday-Thursday: **9:30am-3:30pm**

Friday: **12:30pm-3:30pm**

**Map** Website: <http://bit.ly/1Fi5Rqo>

No walk-ins but appointments offered Monday-Thursday: 9:30am-3:30pm

Enables people to gain the skills they need to overcome poverty and homelessness. Works with homeless young people, badly-housed families and others in need. Spanish (Wed) and Arabic (Friday) speakers by appointment. For the advice team, call: 020 7227 1673. For family services and learning services hours, call 020 7222 1602.

Accommodation/housing advice, Advocacy, Creative classes, Careers advice, Counselling, Debt advice, Education/training, Internet access, Medical/health, Tenancy support

## COLCHESTER EMERGENCY NIGHT SHELTER

39-41 Alexandra Road, Colchester, Essex  
CO3 3DF

Phone: **01206 549885; 01206 805324**

Monday-Saturday: **7:15pm-9am**

Sunday: **12:30pm-9am**

Website: <http://bit.ly/1upiWoT>

Temporary accommodation, respite & support for single homeless people 18+.

Signposting, help with permanent accommodation, benefits & health.

Accommodation/housing advice, Creative classes, Bathroom/showers, Bedding, Education/training, Food, Internet access, Laundry, Tenancy support

## CRISIS CHRISTMAS

66 Commercial Street  
E1 6LT

Phone: **0300 636 1967**

Winter shelter/Crisis at Christmas:

23 December to 29 December

Monday: **11am-9pm**

Tuesday-Sunday: **9am-9pm**

Website: <http://bit.ly/SZPRH>

Crisis at Christmas provides food, good cheer and great company. Take part in fun and relaxing activities and get one-to-one advice to find your way out of homelessness. Day Centre addresses (23 – 29 December only: North London Day Centre (Westminster Kingsway College, 211 Grays Inn Row, WC1X 8RA), East London Day Centre (The City Academy, Hackney, Homerton Row, E9 6EA), West London Day Centre (Kensington Aldridge Academy, 1 Silchester Road, W10 6EX), South London Centre (City of London Academy, Lynton Road, SE1 5LA), and Croydon Centre (Harris Invictus Academy Croydon, 88 London Road, CR0 2TB).

Accommodation/housing advice, Advocacy, Bathroom/showers, Bedding, Clothing store, Dentist, Education/training, Food (free), Internet access, Outreach worker links, Leisure facilities, Foot care, Mental health, Medical/health, Music/drama, Drugs workers, Legal advice, Food, Alcohol workers, Tenancy support

## ENFIELD AND HARINGEY HOMELESS RESPITE, ALL PEOPLE ALL PLACES

N8 & EN2

December to April

Monday-Sunday: **7:30pm-8am**

**Map** Website: <https://bit.ly/2ScCJuU>

Daytime casework (housing, benefits, health) and advocacy all year. From December to March, there is overnight respite offering evening meal, bed and breakfast, but it is recommended that you apply for a place before December to get on the list/waiting list: [info@allpeopleallplaces.org](mailto:info@allpeopleallplaces.org). Email contact 7 days per week. Response often immediate, always same day and within 24 hours. Day centre operates 4 or 5 days per week. All enquiries by email:

[info@allpeopleallplaces.org](mailto:info@allpeopleallplaces.org).

Advocacy, Alcohol workers, Accommodation/housing advice, Bathroom/showers, Bedding, Creative classes, Debt advice, Laundry, Music/drama, Tenancy support

## GLASS DOOR HOMELESS CHARITY

155a Kings Road, Chelsea

SW3 5TX

Phone: **020 7351 4948**

Monday, Tuesday, Thursday: **9am-2pm** (Chelsea Methodist Church)

Winter shelter

04 November to 05 April

Monday-Sunday: **8pm-7am** (please come to the day centre or phone to see if there are vacancies)

Wednesday & Friday: **9am-2pm** (St Augustine's Church)

Monday-Friday: **12pm-3pm** (Ace of Clubs)

Monday-Thursday: **9am-11am** (Vineyard Community Centre)

Tuesday: **12:30pm-3pm** (The Yard, Putney)

**Map** Website: <http://bit.ly/1Gs26vG>

Glass Door runs London's largest emergency winter night shelter, providing men and women a safe, warm place to sleep from November to April. Individuals affected by homelessness also access advice, food, showers and laundry facilities year-round from drop-in day centres that work in partnership with the charity.

Accommodation/housing advice, Bathroom/showers, Careers advice, Clothing store, Education/training, Food (free), Internet access, Tenancy support, Advocacy, Creative classes

## HARINGEY RECOVERY SERVICE

590 Seven Sisters Road

N15 6HR

Phone: **020 8801 3999**

Monday-Friday: **9:30am-5pm**

**Map** Website: <http://bit.ly/2ZXG9oB>

Works with individuals in recovery from drug & alcohol misuse. Holistic approach, with continued support, equipping people with the skill for self-development.

Advocacy, Alcohol workers, Art classes, Creative classes, Careers advice, Counselling, Debt advice, Drugs workers, Education/training, Internet access, Leisure facilities, Music/drama, Outreach worker links, Outreach workers, Sexual health, Tenancy support, Legal advice, Ex-offenders, Step-free

## HERTS YOUNG HOMELESS (HYH)

1st Floor, Gracemead House, Woods Avenue, Hatfield

AL10 8HX

Phone: **03333 202 384**

Monday-Friday: **9am-5pm** (appointments for advice)

**Map** Website: <http://bit.ly/1cNErh8>

Aims to prevent homelessness, and support young people, those in crisis and individuals at risk of becoming homeless, mainly people 16-24. Mediation, education and other specialist prevention services, advice, support etc. 18+ Hub for housing, money and benefits advice. Nightstop for emergency short-term accommodation. Advice line: 0844 833 0933.

Advocacy, Counselling, Education/training, Creative classes, Accommodation/housing advice, Tenancy support

## HOMELESS ACTION IN BARNET (HAB)

36b Woodhouse Road

N12 0RG

Phone: **020 8446 8400**

Monday-Friday: **12pm-3pm** (free breakfast until 10.30, cheap meal - £1.50 - 12.00-1.30)

**Map** Website: <http://bit.ly/1pMiYl2>

Works together as equals with people who are homeless or threatened with homelessness to enable them to take control of their lives, obtain a suitable home and maintain their tenancy.

Accommodation/housing advice, Advocacy, Creative classes, Bathroom/showers, Clothing store, Food, Tenancy support

## JCT

83 Margaret street (Marylebone Passage)

W1W 8TB

Phone: **07719828267**

Monday-Friday: **8am-1pm** Services: Showers (Booked in advance) also emergency showers. Takeaway Food:

JCT - Joining Communities Together To book an appointment, contact us on: 07719828267 JCT is a registered charity running services for people experiencing and facing homelessness in London and the Midlands. Our vision is to join communities together by bridging the gap between the crisis someone finds themselves in and the journey towards a place to call home. Casework support around housing, benefits, immigration, Health & Wellbeing Ladies group, sit in breakfast, (To be booked in advance). Alternatively, you can meet us during the Chalk Farm Salvation Army meal on Monday & Wednesday evening between 6pm till 8pm to see us and book an appointment.

Food, Bathroom/showers, Creative classes, Accommodation/housing advice, Medical/health, Mental health, Food (free), Legal advice, Tenancy support

## JOEL NIGHT SHELTER

Kingston Churches Action on Homelessness, St Peter's Church Hall, London Rd, Kingston

KT2 6QL

Phone: **0208 255 7400**

01 February to 14 March

Monday-Sunday: **7pm-9am** (night shelter)

Tuesday: **8:30am-9:30am** (conflict resolution)

Tuesday: **10am-1pm** (art group)

Thursday: **10am-2pm** ('cook and eat' programme)

Monday-Friday: **10am-1pm** (drop-in advice)

**Map** Website: <http://bit.ly/2KdOdhH>

Referrals primarily via Kingston Churches Action on Homelessness (020 8255 7400), which is next door. Supports primarily single people with a local connection to Kingston who are homeless, at risk of becoming homeless or who

are experiencing serious problems with private landlords. They help solve housing problems and improve the quality of people's lives.

Accommodation/housing advice, Advocacy, Art classes, Barber, Bathroom/showers, Bedding, Clothing store, Education/training, Food (free), Foot care, Internet access, Laundry, Leisure facilities, Luggage storage, Tenancy support

#### **LAMBETH DRUG & ALCOHOL CONSORTIUM**

Lorraine Hewitt House, 12-14 Brighton Terrace, Brixton  
SW9 8DG

Phone: **0203 228 1500**

**Map** Website: <https://bit.ly/2TNZbhs>

Community detox from drugs and alcohol, plus in-patient detox if appropriate for Lambeth people 18+. Free confidential service to all Lambeth residents aged 18 years and over

Needle exchange, Alcohol workers, Drugs workers, Creative classes, Tenancy support, Outreach worker links, Ex-offenders

#### **LONDON BOROUGH OF NEWHAM**

Phone: **020 8430 2000**

Monday-Friday: **9am-5pm**

Website: <http://bit.ly/2JAVODD>

Outside office hours, phone 020 8472 9624. Minicom: 020 8430 2412.

Accommodation/housing advice, Tenancy support

#### **LONDON BOROUGH OF REDBRIDGE**

17-23 Clements Road, Ilford  
IG1 1AG

Phone: **020 8708 4002**

Monday-Friday: **9am-1pm** (personal visits)

Monday-Friday: **9am-4:45pm** (phone calls)

**Map** Website: <http://bit.ly/2YPpXWa>

Outside office hours, phone 020 8553 5825. In an emergency during office hours, the duty manager 020 8708 4007 will take call if main numbers are busy.

Accommodation/housing advice, Tenancy support

#### **MARYLEBONE CENTRE (CHURCH ARMY)**

1-5 Cosway St  
NW1 5NR

Phone: **020 7262 3818**

Monday-Thursday: **9:30am-1:30pm** (rough sleepers' drop-in)

Monday: **10:30am-11:30am** (drama)

Monday: **1:30pm-3:30pm** (M'lebone Proj newsletter)

Tuesday: **10am-12pm** (open access; clothing for rough sleepers only)

Tuesday & Friday: **1:30pm-3:30pm** (healthy eating; kitchen skills)

Wednesday: **8am-9am** (running club)

Wednesday: **9am-12pm** (Women into Work 1:1; advice)

Wednesday: **1:30pm-3:30pm** (Women into Work group)

Thursday: **9am-3pm** (life coaching 1:1)

Thursday & Friday: **1:30pm-3:30pm** (Westminster Adult Education Service – IT, reading, writing)

Friday: **10am-12pm** (ESOL for beginners)

**Map** Website: <http://bit.ly/1mhvhYf>

Female-only project. Two hostels with 112 single beds and a day centre with a rough sleepers' drop-in. Activities programme for residents and day centre users. Lift for people with mobility problems to access the day centre.

Bathroom/showers, Careers advice, Clothing store, Education/training, Food (free), Internet access, Laundry, Luggage storage, Medical/health, Music/drama, Sexual health, Tenancy support, Step-free, Leisure facilities

### **NEWWAY PROJECT (NEWHAM)**

Bonny Downs Baptist Church, Darwell Close  
E6 6BT

Phone: **07490983777**

01 October to 30 April

Monday-Sunday: **7:30pm-8:30am**

**Map** Website: <http://bit.ly/1Q189wD>

Referral-only winter night shelter and year-round NEWday centre for homeless people in Newham, with extended Advocacy services and life-skills workshops.

Office hours: Monday to Sunday, 9am-2:30pm.

Accommodation/housing advice, Advocacy, Alcohol workers, Debt advice, Drugs workers, Food (free), Laundry, Tenancy support, Creative classes, Clothing store, Careers advice, Medical/health, Bathroom/showers, Internet access, Dentist, Counselling, Education/training, Outreach worker links

### **RICHMOND LEGAL ADVICE SERVICE**

Holy Trinity Church, Sheen Pk, Richmond  
TW9 1UP

Phone: **020 8891 2105**

Tuesday: **8pm-9:30pm**

**Map** Website: <http://bit.ly/1MAgwPs>

Covers children, domestic violence, employment, housing, benefits etc.

Accommodation/housing advice, Creative classes, Tenancy support, Legal advice

### **SHP**

245 Gray's Inn Road  
WC1X 8QY

Phone: **0204 509 8300**

Monday-Sunday: **9am-5pm**

**Map** Website: <http://bit.ly/2vhWqFo>

Provides innovative accommodation and support services to 3,000 of London's most vulnerable people. To discuss referral, call 020 7520 8660.

Accommodation/housing advice, Art classes, Creative classes, Careers advice, Debt advice, Education/training, Internet access, Outreach workers, Tenancy support

### **SPEAR**

89 Heath Road, Twickenham

TW1 4AW

Phone: **0208 288 6506**

Monday-Friday: **9:30am-5pm**

**Map** Website: <http://bit.ly/1Oa6uYh>

Since 1987, SPEAR has offered services to thousands of homeless and vulnerable people in and around Richmond, successfully transforming lives and supporting many of their service users to the point that they have achieved total independence.

Accommodation/housing advice, Alcohol workers, Creative classes, Drugs workers, Outreach workers, Tenancy support

## **STOLL**

446 Fulham Road

SW6 1DT

Phone: **020 7385 2110**

Monday-Friday: **8am-8pm** (closed 12.30–1.30)

Saturday & Sunday: **8am-5pm**

**Map** Website: <https://bit.ly/2tbLdaD>

Stoll is the leading provider of supported housing for ex-servicemen and women. As well as housing, they provide life-changing support including employment training, advice, addiction services and health and wellbeing activities.

Mental health, Accommodation/housing advice, Advocacy, Alcohol workers, Creative classes, Careers advice, Counselling, Debt advice, Drugs workers, Education/training, Music/drama, Outreach workers, Tenancy support