



General Advice Services

During the hours detailed below, residents of the London Borough of Hounslow can attend any one of the drop-in sessions without an appointment on a first come, first serve basis. It is advisable to be early as there may be a queue. The number of tickets given out is dependent on how many advisers are available. At the drop-in session you will have a short discussion with an assessor who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself or it could be making an appointment to discuss your problem further. Sometimes we might direct you to a specialist that is better placed to help.

CITIZENS ADVICE HOUNSLOW				
	BRENTFORD & CHISWICK OFFICE Town Hall Heathfield Terrace Chiswick W4 4JN	FELTHAM OFFICE 2 nd floor, The Centre High Street Feltham TW13 4GU	HOUNSLOW OFFICE 45 Treaty Centre High Street Hounslow TW3 1ES	OUTREACH LOCATIONS Other venues in the London Borough of Hounslow
MON	Drop-in 10am - 1pm +Monthly Drop-in 6pm-7pm. Usually the first Monday of the month but please check with the bureau as dates may vary	Pre-booked appointments	Pre-booked appointments	
TUE	Pre-booked appointments	Drop-in 10am - 1pm	Pre-booked appointments	
WED	Drop-in 10am - 1pm	Pre-booked appointments	Pre-booked appointments	
THUR	Pre-booked appointments	Drop-in 10am - 1pm + Drop in 5pm - 7pm Pro-bono Legal Advice only on Employment Immigration, Housing and Family Law.	Pre-booked appointments	ISLEWORTH By appointment only 10am - 12:30pm Bridgelink Centre, Summerwood Road, Isleworth, TW7 7QU. Please call the Bridgelink Centre to book.
FRI	Pre-booked appointments	Drop-in 10am - 1pm	Pre-booked appointments	HESTON Last Friday of the month Drop-in 10-12pm Heston Farm Community Centre, 15 Biscoe Close, Heston, TW5 0UP

For maps, directions and other useful information please visit our website: hounslowcabs.org.uk




Specialist Advice Services

Specialist Advice Team: Providing specialist Debt Management and Welfare Benefit advice & advocacy.

Disability Advice Team: Generalist advice (all areas) for people who are disabled or have a disabled family member. Home visits to eligible residents. We accept referrals for home visits from other organizations.

Telephone Advice

We are part of the West & South West London Adviceline. Calls from landlines and mobiles are charged at local rates. 0300 numbers are included in any inclusive call minutes that you may already have with your network provider. If you are calling from a mobile you will be asked to enter a landline number. At the prompt, please enter your landline number or, if you are a resident of the London Borough of Hounslow, you can enter 0208 572 1082

<p>West & South West London Adviceline</p> 	<p>Please call 0300 330 1185 to speak to an assessor.</p> <p>(Calls are charged at local rates like 01, 02 numbers)</p>	<p>Lines are open: Monday to Friday 10am to 4pm</p>
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Free Legal Advice Evening Session

We collaborate with solicitors who offer free initial advice on various topics including General Litigation, Employment, Housing Family, Immigration. We currently host a free legal advice session with solicitors every Thursday evening at the Feltham office. We also offer daytime appointments with solicitors at our offices in Brentford & Chiswick and Feltham.

Free Legal Advice Session	Area of the Law	When	Where	Please note
<p>Provided by solicitors (15-20min)</p>	<p>Family Employment Housing Immigration</p>	<p>Thursday evening from 5pm – 7pm</p>	<p>Feltham Office The Centre, High Street, Feltham, Middlesex, TW13 4GU</p>	<p>Registrations start at 5pm First come first served Maximum 5/6 clients per solicitor Arrive early as there may be a queue.</p>

How to contact us

To access any of our services please call the Adviceline on 0300 330 1185 or come to one of our Drop-in Sessions. More information and self-help material is available on our website: hounslowcabs.org.uk or on the Citizens Advice website: citizensadvice.org.uk

