



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 served basis. The number of clients we see depends on the volunteers available on the day. 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 or an external organisation that is better placed to help with your query.

| CITIZENS ADVICE HOUNSLOW |   |  |  |   |
|--------------------------|---|--|--|---|
|                          | BRENTFORD & CHISWICK OFFICE<br>Town Hall<br>Heathfield Terrace<br>Chiswick W4 4JN   | FELTHAM OFFICE<br>2 <sup>nd</sup> floor, The Centre<br>High Street<br>Feltham TW13 4GU   | HOUNSLOW OFFICE<br>45 Treaty Centre<br>High Street<br>Hounslow TW3 1ES | OUTREACH LOCATIONS<br>Other venues in the London<br>Borough of<br>Hounslow  |
| MON                      | Drop-in 10am - 12pm<br><br>+Monthly evening 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 - 12pm  | Pre-booked appointments  | HOUNSLOW WEST<br>Drop-in 10:00 - 12pm<br><b>**Debt issues only.</b><br>The Hub Community Centre<br>93 Salisbury Road,<br>Hounslow TW4 7NW       |
| WED                      | Drop-in 10am - 12pm   | Pre-booked appointments  | Pre-booked appointments  | HOUNSLOW CIVIC CENTRE<br>Drop-in 10:30 - 12:30pm<br>Lampton Road<br>Hounslow TW3 4DN  |
| THUR                     | Drop-in 10am-12pm   | Drop-in 10am - 12pm<br><br>+ Drop-in 5pm - 7pm<br>Pro-bono Legal Advice only on <b>Employment Immigration, Housing and Family Law.</b> | Pre-booked appointments  | BRIDGELINK CENTRE<br>By appointment only<br>10am - 1pm<br>Summerwood Road,<br>Isleworth, TW7 7QU.<br>Please call the Bridgelink Centre to book. |
| FRI                      | Pre-booked appointments   | Drop-in 10am - 12pm  | Pre-booked appointments  |   |

\*\*The Hub outreach is to assist with debts, problems with Thames Water and to guide those unable to use a computer.



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.

Thames Water Project for Debt Advice and Digital Coaching: Debt advice and assistance with Thames Water issues. Also, we provide digital support for Hounslow residents, including help using online resources and information.

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.

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| <p><b>West &amp; South West London Adviceline</b></p>  | <p>Please call<br/><b>0300 330 1185</b><br/>to speak to an assessor.</p> <p>(Calls are charged at local rates like 01, 02 numbers)</p> | <p>Lines are open:</p> <p><b>Monday to Friday</b></p> <p><b>10am to 4pm</b></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<br/>Employment<br/>Housing<br/>Immigration</p> | <p>Thursday evening from 5pm – 7pm</p> | <p>Feltham Office<br/>The Centre, High Street, Feltham, Middlesex, TW13 4GU</p> | <p>Registrations start at 5pm<br/>First come first served<br/>Maximum 5/6 clients per solicitor<br/>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.

For maps, directions and other useful information please visit our website [hounslowcabs.org.uk](http://hounslowcabs.org.uk)

Self-help material and information is available on the Citizens Advice website: [citizensadvice.org.uk](http://citizensadvice.org.uk)

