





**General Advice Service** - 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 we will do a short interview to 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 we might make an appointment to discuss your problem further. Sometimes we might direct you to a specialist or an external organisation better placed to help with your query.

CITIZENS ADVICE HOUNSLOW	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Brentford &amp; Chiswick Office</b> Town Hall, Heathfield Terrace, Chiswick W4 4JN	<b>Drop in 10am-12pm</b>  <b>+Monthly Drop-in 6pm-7pm.</b> Usually the first Monday of the month, but please check with the office as dates may vary.	Pre-booked appointments	<b>Drop in 10am - 12pm</b>	Pre-booked appointments	Pre-booked appointments
<b>Feltham Office</b> 2 <sup>nd</sup> Floor, The Centre High Street Feltham TW13 4GU	Pre-booked appointments	<b>Drop in 10am - 12pm</b>	Pre-booked appointments	<b>Drop in 10am - 12pm</b>  <b>+Drop-in 5pm - 7pm</b> for pro-bono Legal Advice only on <b>Employment, Immigration, Housing and Family Law.</b>	Pre-booked appointments
<b>OUTREACH SERVICE</b>		<b>HOUNSLOW WEST</b> <b>Drop in 12pm – 1.30pm</b> <b>**Debt issues only.</b> The Hub Community Centre, 93 Salisbury Road, Hounslow TW4 7NW		<b>ISLEWORTH – Bridgelink Centre</b> By appointment only 10am - 1pm Summerwood Road, Isleworth, TW7 7QU. Please call the Bridgelink Centre to book.	

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

 <p><b>Help with EU Settlement Scheme</b></p> <p>For Hounslow and Ealing residents</p>	<p><b>Brexit: need help to apply for EU Settlement?</b></p> <p>We help <b>vulnerable</b> EU/EEA/Swiss residents, their family and dependants to apply to the EU Settlement Scheme - please turn over for details.</p> <p>Please visit one of our drop-ins (see table above) or call us on 0300 330 1185</p>	 <p><b>Help with your first UC claim</b></p> <p>For Hounslow and Ealing residents</p>	<p><b>Need help to claim Universal Credit?</b></p> <p>To contact us for advice or an appointment, please:</p> <ul style="list-style-type: none"> <li>visit one of our drop-ins (see table above)</li> <li>call us on 0300 330 1185 or call the Citizens Advice UC Helpline 0800 144 8444</li> <li>drop in at Acton Jobcentre Plus, 10-4pm, Tuesday and Friday. Armstrong Rd, Acton, W3 7JL</li> <li>drop-in at Hounslow Jobcentre Plus, 10-4pm, Monday, Wednesday and Thursday. 1st Floor, Treaty Centre, High Street, Hounslow, TW3 1ES</li> </ul>



## SPECIALIST SERVICES

**Specialist Advice Team:** Providing specialist Debt Management and Welfare Benefit advice & advocacy. We are a Debt Relief Order approved Intermediary.

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


**Thames Water Project for Debt Advice and Digital Coaching:** Debt advice and assistance with Thames Water issues, including water charges, arrears, meters and tariffs. We also provide digital support for Hounslow residents, including help with online information.

**EU Settlement Scheme** – We provide practical assistance to vulnerable Hounslow and Ealing EU/EEA/Swiss residents and their family members to apply for Settled or Pre-Settled Status, which is necessary to access vital public services in the UK post-Brexit. Vulnerable include: disabled / serious health conditions, residents in care homes, homeless people, victims of domestic violence, of modern slavery, of human trafficking. EU families (mistakenly believing that children born in the UK are automatically citizens), children & young people leaving care, older people – home visits. For help, please visit our drop-ins or call us: **0300 330 1185**

**UC Help to Claim** – We provide practical assistance with making a new claim of Universal Credit for Hounslow and Ealing residents. Helpline **0800 144 8444**

## 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. To speak to one of our Agents please call:

 <b>West &amp; South West London Adviceline</b> <b>0300 330 1185</b>	Lines are open:  <b>Monday to Friday 10am to 4pm</b>  Calls are charged at local rates like 01, 02 numbers
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## Free Legal Advice Evening Session – with solicitors who offer free initial advice.

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

We also offer daytime appointments with solicitors at our offices in Brentford & Chiswick and Feltham, on the same areas of the law plus civil litigation and criminal law.

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

**Our services are free, confidential and impartial.**