

# SOUTH ACTON RESIDENTS SERVICES CONTACTS

## To Apply for Council Housing:

- Approach your Local Authority (Housing Options Team) to apply to be added to the Housing Register
- Contact Ealing's Housing Advice Service
- Register for Council Housing online through the Locata Service
- Contact the Housing Choice and Options Team or the Housing Solutions Team

## For Disabled Support Services and Home Adaptations:

- Contact your GP or Health Professional for a Referral with an Occupational Therapist to make adaptation to your current home
- Apply for Disabled Facilities Grant – All applications need to be referred by the council's occupational therapists or Ealing's NHS partners
- Contact Ealing's Social Care Customer Contact Centre
- Request an Emergency Alarm System – Careline offer a safety pull cord system, connected to a 24 hours a day 7 days a week service to sheltered housing residents

## For Mental Health Support Services:

- Contact your GP or Health Professional
- Contact Ealing IATP Services (Improving Access to Psychological Therapies)
- Complete a Self Assessment to the Mental Health and Well-being Service Team
- Contact MIND, Rethink or the Mental Health Foundation

## To Report Existing Repairs:

- Contact your current landlord Ealing Council, L&Q or Catalyst Helpline
- Visit your local landlords office
- Report your repairs online

## For Financial and Welfare Reform Support:

- Visit the Jobscentre Plus for support in finding work and benefits entitlement or contact citizens advice
- Contact Ealing's Welfare Assistance Team for debt advice, budgeting and finding work - self referral online
- Speak with your Housing Provider for available services
- Apply for Discretionary Housing Payments (DHP)

## For Parking Permits & Queries:

- Check with Ealing Council for Parking Zones and apply for a CPZ parking permit online - soon to be in place
- Check online for the parking permit zone map
- Contact your landlord to enquire whether there is private parking
- Apply for a blue badge permit for disabled residents online

## ORGANISATIONS CONTACT DETAILS

**Ealing Councils Social Care Team:** The team provides a range of services for children, adults and carers - 0208 825 8000 or [sscallcentre@ealing.gov.uk](mailto:sscallcentre@ealing.gov.uk)

**Citizens Advice:**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Improving Access to Psychiatric Therapies (IATP):** IATP offers support for common health problems such as depression, anxiety and panic - 0203 313 5660  
[wellbeing.selfreferral@nhs.net](mailto:wellbeing.selfreferral@nhs.net)

**Ealing Council:** 0800 181 744 or report our repair online at [www.ealing.gov.uk](http://www.ealing.gov.uk)

**Ealing Assessment Team:** The team provides specialist mental health assessments for people who have been referred by their GP – 0208 483 2600  
[ealingassessmentteam@wlmht.nhs.uk](mailto:ealingassessmentteam@wlmht.nhs.uk)

**Catalyst:** 0300 456 2099 or [www.chg.org.uk](http://www.chg.org.uk)

**Rethink:** Rethink are a dedicated service for mental health illness: 0208 567 0101  
[ealingcarers@rethink.org](mailto:ealingcarers@rethink.org)

**L&Q:** 0800 015 6535 or [www.lqgroup.org.uk](http://www.lqgroup.org.uk)

**Mind:** Mind offers supported housing, crisis helplines, counselling and training schemes. Ealing Mind: 0208 992 0303 or [info@mind-eh.org](mailto:info@mind-eh.org)

**Careline:** 0800 575 5873

**Ealing's Social Care Customer Contact Centre:**  
0208 825 8000

**Ealing's Repairs and Adaptations:** 0208 825 6060 or Service 4th Floor, Perceval House, 14-16 Uxbridge Road, Ealing, W5 2HL or [housinggrants@ealing.gov.uk](mailto:housinggrants@ealing.gov.uk)

**Ealing Welfare Assistance Funds:** The referral is online however the team can be contacted on 0800 825 6237

**CPZ and Blue Badge Applications:** Apply online for permits on [www.ealing.gov.uk](http://www.ealing.gov.uk)