

# Who to contact for help or advice



<b>Organisation</b>	<b>Issue</b>	<b>Contact Details</b>
Department for Social Development	<ul style="list-style-type: none"> <li>- warm homes/fuel poverty</li> <li>- guidance books/leaflets for landlords &amp; tenants on renting privately</li> </ul>	<a href="http://www.dsdni.gov.uk">www.dsdni.gov.uk</a> or telephone (028) 9082 9304
Northern Ireland Housing Executive	<ul style="list-style-type: none"> <li>- housing benefit/local housing allowance</li> <li>- home energy conservation</li> </ul>	<a href="http://www.nihe.gov.uk">www.nihe.gov.uk</a> . For information on housing benefit or the local housing allowance telephone 03448 920 902. For all other queries, ring (028)9024 0588
Local Councils	<ul style="list-style-type: none"> <li>- certificates of fitness, notice of refusal, notice of disrepair and notice of unfitness</li> <li>- enforcement action under the Private Tenancies (NI) Order 2006</li> <li>- disrepair, damp, harassment &amp; unlawful eviction, anti-social behaviour etc. (See your council website for a comprehensive list of all issues covered).</li> <li>- Energy Performance Certificates</li> </ul>	<a href="http://www.doeni.gov.uk">www.doeni.gov.uk</a> has contact details for your council or see the telephone directory under the name of the council
Rent Officer for Northern Ireland	<ul style="list-style-type: none"> <li>- protected/statutory tenancies</li> <li>- level of rent as determined by the rent officer (or reconsidered by a rent assessment committee) and held on the rent officer's register</li> <li>- procedure for determining a rent</li> </ul>	<a href="http://www.rentofficer-ni.gov.uk">www.rentofficer-ni.gov.uk</a> or telephone (028) 9082 9322



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H & A Mechanical Services & Bryson Charitable Group	- information on the warm homes scheme and details of the qualifying benefits which gives access to the scheme	<a href="http://www.warm-homes.com">www.warm-homes.com</a> or telephone the scheme managers at 0800 988 0559.
NI Direct	<ul style="list-style-type: none"><li>- landlord and tenant obligations</li><li>- advice on legal rights and obligations when renting out a home</li><li>- health and safety in rented accommodation</li></ul>	<a href="http://www.nidirect.gov.uk">www.nidirect.gov.uk</a>
LANI (Landlords association for Northern Ireland)	- an association whose members are involved in renting private residential accommodation throughout Northern Ireland	<a href="http://www.lani.org.uk">www.lani.org.uk</a> or telephone (028) 9082 7033
Letsni	- provides an online property letting service.	<a href="http://www.letsni.com">www.letsni.com</a> or telephone 0870 4282 133