

Who to contact for help or advice



Department for
**Social
Development**
www.dsdni.gov.uk

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



Organisation	Issue	Contact Details
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	www.warm-homes.com or telephone the scheme managers at 0800 988 0559.
NI Direct	<ul style="list-style-type: none">- landlord and tenant obligations- advice on legal rights and obligations when renting out a home- health and safety in rented accommodation	www.nidirect.gov.uk
LANI (Landlords association for Northern Ireland)	- an association whose members are involved in renting private residential accommodation throughout Northern Ireland	www.lani.org.uk or telephone (028) 9082 7033
Letsni	- provides an online property letting service.	www.letsni.com or telephone 0870 4282 133