

The Ealing Advice Service (EAS) consortium offers free and confidential advice to residents of Ealing.

We can help with: telephone calls, understanding letters, written and online applications, online bidding for social housing, form filling, preparing for appeals and tribunals and speaking with professionals.

Our advice team can give in depth advice in our specialist areas of work : benefits, debt, housing and employment.

Please call the main telephone advice line on **020 8579 8429 (option 1)**

Our telephone advice service is open:  
10.00am to 4.00pm – Monday to Friday excluding Bank Holidays

Enquiries can also be made via email: [info@ealingsas.org.uk](mailto:info@ealingsas.org.uk) and the online form on our websites **[www.ealingadvice.org](http://www.ealingadvice.org) / [www.ealingsas.org.uk](http://www.ealingsas.org.uk)**

#### Changes to the EAS service during the coronavirus outbreak

- 📞 We can offer a limited number of in-person appointments at premises in Ealing
- 📞 If an appointment has been arranged, please arrive no more than 15 minutes beforehand. Attendees arriving 15 minutes late will not be seen.
- 📞 All appointment attendees must wear a face covering and adhere to social distancing. EAS will not be able to offer a service to clients who refuse to follow government guidance.

We are no longer based at the former Age UK Ealing office at 135 Uxbridge Road and unfortunately we are not currently able to offer drop-in advice sessions or home visits and cannot see unannounced visitors without an appointment.

EAS can assist with the following advice enquiries:

- 📞 Welfare benefits including Universal Credit, ESA, PIP, Attendance Allowance, Pension Credit, Housing Benefit and Tax Credits
- 📞 Housing issues
- 📞 Council Tax issues
- 📞 Transport and Travel concessions including Blue Badge applications
- 📞 Social Care advice
- 📞 Advice and support for parents and carers of children and young people with disabilities and additional needs
- 📞 Disability Rights
- 📞 Immigration advice (OISC level 1)
- 📞 Debt advice and money management
- 📞 Employment advice
- 📞 Consumer, contract and general advice
- 📞 Food bank voucher referrals
- 📞 COVID-19 related advice - quarantine, testing, emergency provision

We have access to specialists who can assist with debt, housing, employment and benefits enquiries up to appeal level.

If we are unable to assist we may refer you to another organisation. Unfortunately we cannot accompany to assessments, represent in person at tribunals or provide advocacy services.

#### Eligibility

To be eligible to get advice from EAS you have to live in Ealing and not be receiving assistance from another advice service about your inquiry. If you have been placed in temporary accommodation in, or by, a neighbouring borough there are restrictions to the service we can offer. Please call EAS for more information.