

# Lambeth Law Centre

Unit 4 – The Co-Op Centre  
11 Mowll Street  
London  
SW9 6BG

Lambeth Law Centre provides legal advice for people who live or work in the borough of Lambeth about Housing, Welfare Rights & Debt, Immigration and Employment. We only deal with cases involving or expected to involve, Court hearings and applications or tribunal hearings. We cannot assist you if you live or work outside of Lambeth or want advice about other matters, but we will refer you elsewhere for help. For general advice, we will refer you to your local advice agency.

## **Telephone Advice – 0207 840 2000**

### **Telephone Advice Session Times**

<b>Welfare Rights &amp; Debt</b>	<b>Monday</b>	<b>10.30am – 12.30pm</b>
<b>Immigration</b>	<b>Fortnightly on a Tuesday</b>	<b>10.30am – 12.30pm</b>
<b>Employment</b>	<b>Tuesday</b>	<b>2pm – 4pm</b>
<b>Housing</b>	<b>Friday</b>	<b>2pm – 4pm</b>

The Law Centre can give initial advice by telephone, and if considered appropriate of necessary by the caseworker, an appointment for further advice may be arranged on one of our booked advice sessions on Monday, Tuesday and Thursdays. Please note that the Law Centre does not guarantee to take the case on. This is dependent on the availability and capacity of caseworkers at the time that you contact us. If the Law Centre is unable to take your case on, we will try and refer you elsewhere.

However in an emergency (e.g. an Eviction Notice for a date prior to the next available telephone advice session) new clients may telephone the Law Centre on our office line **0207 840 2001** at times other than those stipulated above, for initial telephone advice and/or a further appointment. We can not guarantee, however that your matter will be dealt with immediately or that your case will be taken on the Law Centre – as stated above this is dependent on the capacity of caseworkers.

## **LAMBETH EVENING ADVICE SESSION – MONDAY SESSION**

### Information Leaflet

#### HOW THE ADVICE SESSION WORKS?

The advice session is staffed by volunteer advisers, who have full time jobs with solicitors' offices elsewhere. They attend on a rota basis and so the same advisers are not here each week. The session operates by appointment only between 6.30pm and 8.30pm. This service is free and any information discussed is treated as confidential.

#### WHAT HAPPENS AT THE ADVICE SESSION

You will have the opportunity to discuss your problem with the volunteer adviser. Your volunteer adviser may be able to give you advice on how to resolve your problem during the interview or s/he may need to carry out some follow up work after the interview before being able to advise you on your problem.

#### WHAT THE VOLUNTEER ADVISER CAN DO ON YOUR BEHALF

The purpose of the session is to give you an initial, one –off advice on your legal problem.

The areas covered are:

- Housing problems
- Employment matters
- Consumer matters which may give rise to a claim in the small claims court

Generally, the assistance given by the volunteer adviser is limited to:

- Giving you initial advice
- Confirming that advice in writing
- Writing one letter to a 3<sup>rd</sup> party to see if a letter from a legal adviser may resolve the matter

#### WHAT THE ADVISOR CANNOT DO ON YOUR BEHALF

Generally, the volunteer adviser will not be able to help you where:

- Court proceedings have commenced
- The matter is too complicated or there is a complicated and lengthy history
- The matter involves advice outside of the 3 areas stated above
- Matters where you are already receiving legal assistance. You should let the adviser know if you have received help from elsewhere already

In these cases the volunteer adviser is likely to give you a list of other legal advice suppliers who may be able to help you.

#### HOW DO I CONTACT THE VOLUNTEER ADVISER?

Your volunteer adviser at tonight's session is .....

Means of communicating with the advisor are limited because the nature of the session is one-off advice. It is not therefore possible to contact him/her direct by telephone. To leave a message for the adviser, please call 0207 648 1900. Please note that if your phone does not accept incoming calls, our adviser will be able to call you back.

#### WHAT IF I HAVE A COMPLAINT OR QUERY ABOUT THE EVENING ADVICE SESSION

We hope that you find the session valuable. We welcome any comments or suggestions you have. If you wish to make a complaint, please contact Michael Carter, Senior Solicitor, Unit 4, The Co-Op Centre, 11 Mowll Street, London, SW9 6BG.