

LIST OF SERVICES FOR PARTICIPANTS

CoSine 2026

Free advice on housing, energy bills, health, and other challenges. You can contact any of these services directly.

General advice

- Citizens Advice. Free, independent, confidential, and impartial advice to everyone on their rights across a range of issues, <https://www.citizensadvice.org.uk/>
- Praxis. A charity for migrants and refugees. Free advice with immigration, housing, homelessness, benefits, health, and welfare, <https://www.praxis.org.uk>

Housing

- Your local authority must provide housing support. Find their contact details: <https://www.gov.uk/find-local-council>.
- Shelter housing charity. Free housing advice, Helpline: 0808 800 4444 / 0300 330 1234, <https://england.shelter.org.uk>
- Justice for Tenants. Free advice for tenants on your legal rights and housing options, Telephone: 020 3476 6648, <https://www.justicefortenants.org>

Energy bills

- Citizens Advice on energy questions <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>
- National Energy Action. Helpline for free energy advice: 0800 304 7159, <https://www.nea.org.uk/get-help>
- Better Housing Better Health (BHBH). Free helpline for those needing advice on energy, Weekdays 9am-5pm, Telephone: 0800 107 0044, <https://www.bhbh.org.uk>
- Seasonal Health Intervention Network (SHINE). Free energy advice for households receiving benefits, people with long-term health conditions, or with children or elderly. Telephone 0800 953 1221, <https://shine-london.org.uk>
- South East London Community Energy (SELCE). Free energy advice for those struggling with bills across South East London, Telephone: 020 4566 5764, <https://selce.org.uk/energy-advice>
- HEET. Free energy and retrofit advice for residents on benefits and low incomes, or who have long-term health conditions, across Waltham Forest and Enfield. Telephone: 020 8520 1900, <https://www.theheetproject.org.uk>
- Christians against Poverty. Free face-to-face advice with debt through local churches, <https://capuk.org/get-help>
- Priority Services Register. Free advance notice of outages (gas, electricity, water) and support for vulnerable households incl. people with disabilities, long-term health conditions, those who rely on medical equipment and refrigerated medicines, or families with children under 5. <https://www.thepsr.co.uk>
- ECO complaints process. Advice if you think that ECO measures were not installed correctly in your home, <https://www.ofgem.gov.uk/energy-company-obligation-eco/contacts-guidance-and-resources/eco4-complaints-process>

Health conditions

- Speak to your GP <https://www.nhs.uk/service-search/find-a-gp>
- British Heart Foundation helplines <https://www.bhf.org.uk/information-support/heart-helpline>
- Asthma+Lung UK helplines <https://www.asthmaandlung.org.uk/helpline>
- Mind helplines <https://www.mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/mental-health-helplines>