

Information for candidates

Advice4Renters has been providing services for private renters for over thirty years. We started life as a campaigning organisation, calling for better rights for those living in private rented accommodation. Over the years, we achieved some major successes, including property licensing and, more recently, the outlawing of low energy rated lettings. Our advice service grew up alongside our campaigning work, to help private tenants understand and secure their rights.

We've operated Legal Aid contracts to provide specialist housing advice since May 2005.

We have a specialist quality mark. Although our main focus is on providing advice and assistance to those in the private rented sector, we provide legal services to tenants in all tenures as well as to those who are homeless.

In addition to our legal aid work we have grants for time-limited projects which allow us to expand our remit beyond the scope for legal aid.

In 2018 we started a three-year project, 'Under One Roof'. This project enables us to offer those in poverty, including fuel poverty, rounded support including housing advice, money advice and a Mentoring and Befriending Service. This means that, when our legal team have helped people to get their lives back on track, volunteer mentors can provide the support that helps them to stay on track, and be better equipped to tackle any fresh problems that may arise.

Another three-year project we also started 2018, Green Light Laws, focuses on testing new areas of law such as the extended scope for Rent Repayment Orders, letting agents in breach of redress scheme requirements and new lets of F or G energy rated homes.

In 2019, we welcomed our "It's all about Money" project which focuses on financial inclusion services. We have long been proponents of Social Prescribing and have links with health providers to promote an understanding of the wider determinants of health, including housing conditions and debt. We have a small generalist/benefits advice team which provides services from venues including [Brent Hubs](#)

Our aim is that no-one who contacts our service should leave without being better off in some way. Our reception team are trained to provide practical help and support to those who are not appropriate for an appointment with our legal specialists, and we work with partner agencies within Brent Community Advice Network.

Important as it is to resolve clients' legal, financial and benefits problems, we have even more ambitious hopes for those we assist. We aim to bolster clients' self-confidence and resilience, so that their health and wellbeing is improved, alongside their living conditions.

Advice4Renters aims to be an organisation where people come before profits. This means that targets are not an end in themselves, but a means to an end - the continuation of our ability to provide high quality, holistic services.

We are an organisation where a good work/life balance is positively encouraged.

Advice4Renters provides a supportive, friendly and collaborative working environment.