

# Contact us

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## Got a question about our funding? Please contact your local office:

### England, London and South

**Email:** [londonandsouth@heritagefund.org.uk](mailto:londonandsouth@heritagefund.org.uk)

**Telephone:** [020 3787 4819](tel:02037874819) (Monday to Friday, 9.00am–5.00pm)

**Address:** [4th Floor, Cannon Bridge House, 25 Dowgate Hill, London, EC4R 2YA](#)

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

The main entrance is on Dowgate Hill. A steep escalator takes you to the first floor, with upper floors all accessible by lift. There is an accessible, alternative entrance on Cousin Lane, which must be booked in advance. There are accessible toilets on the 4th and basement floors.

### South West

**Email:** [londonandsouth@heritagefund.org.uk](mailto:londonandsouth@heritagefund.org.uk)

**Telephone:** [01392 304 006](tel:01392304006) (Monday to Friday, 9.00am–5.00pm)

**Address:** [Broadwalk House, Southernhay West, Exeter, Devon, EX1 1TS](#)

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

The building is fully accessible for wheelchair users and there are accessible toilets on every floor. There is on-street parking immediately to the front of the building, including spaces reserved for blue badge holders.

## **Find out more**

Discover our work in [England, London and South](#).

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## **England, Midlands and East**

### **East Midlands**

**Email:** [MidlandsandEast@heritagefund.org.uk](mailto:MidlandsandEast@heritagefund.org.uk)

**Telephone:** [0115 8576 763](tel:0115 8576 763) (Monday to Friday, 9am–5pm)

**Address:** [Antenna Creative Business Centre, Beck Street, Nottingham, NG1 1EQ](#)

#### **Visiting and access**

If you wish to visit us in person, please email or call us in advance to book an appointment.

The building is wheelchair accessible. There is level access, a lift to all levels and an accessible toilet. Assistance dogs are welcome.

### **East of England**

**Email:** [MidlandsandEast@heritagefund.org.uk](mailto:MidlandsandEast@heritagefund.org.uk)

**Telephone:** [01223 645 938](tel:01223 645 938) (Monday to Friday, 9am–5pm)

**Address:** [Mantle Business Centres, 9 Hills Road, Cambridge, CB2 1GE](#)

#### **Visiting and access**

If you wish to visit us in person, please email or call us in advance to book an appointment.

The building is wheelchair accessible. There is step-free access via the main entrance, lifts to every floor and a disabled refuge area on the stairs. There are accessible toilets on every floor. Accessible parking spaces are available on request.

### **West Midlands**

**Email:** [MidlandsandEast@heritagefund.org.uk](mailto:MidlandsandEast@heritagefund.org.uk)

**Telephone:** [0121 393 4734](tel:01213934734) (Monday to Friday, 9am–5pm)

**Address:** [Landmark Space, Two Snow Hill, Snow Hill Queensway, Birmingham, B4 6GA](#)

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

The building is wheelchair accessible. There is step-free access via the main entrance on Snow Hill Queensway. There are lifts to all floors, including a platform lift from the ground floor to reception on the first floor. Lifts have a voice announcer and there is a hearing enhancement loop at reception. Accessible toilets are available.

#### Find out more

Discover our work in [England, Midlands and East](#).

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## England, North

### North East

**Email:** [north@heritagefund.org.uk](mailto:north@heritagefund.org.uk)

**Telephone:** [0191 249 4271](tel:01912494271) (Monday to Friday, 9.00am–5.00pm)

**Address:** [Live Theatre, 27 Broad Chare, Newcastle Upon Tyne, NE1 3DQ](#)

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

There is step-free access throughout the building, with a few low gradient ramps. There is lift access to three floors and adapted toilets on all levels. The downstairs accessible toilets have height adjusting sinks, rails and a hoist.

### North West

**Email:** [north@heritagefund.org.uk](mailto:north@heritagefund.org.uk)

**Telephone:** [0161 200 8470](tel:01612008470) (Monday to Friday, 9.00am–5.00pm)

**Address:** [Rodwell Tower, 111 Piccadilly, Manchester, M1 2HY](#)

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

The building is wheelchair accessible, with access via the car park. There is a lift from street level to the car park along with an assistance call button. There is a platform lift to the mezzanine floor and an accessible toilet.

## **Yorkshire and Humber**

**Email:** [north@heritagefund.org.uk](mailto:north@heritagefund.org.uk)

**Telephone:** [0113 388 8030](tel:01133888030) (Monday to Friday, 9.00am–5.00pm)

**Address:** [1st Floor, Park House, 24 Park Square West, Leeds, LS1 2PW](#)

### **Visiting and access**

If you wish to visit us in person, please email or call us in advance to book an appointment.

The building is fully accessible and there is an accessible toilet on both the ground and first floors.

### **Find out more**

Discover our work in [England, North](#).

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## **Northern Ireland**

**Email:** [northernireland@heritagefund.org.uk](mailto:northernireland@heritagefund.org.uk)

**Telephone:** [028 9592 1901](tel:02895921901) (Monday to Friday, 9.00am–5.00pm)

**Address:** [Arthur House, 41 Arthur Street, Belfast, BT1 4GB](#)

### **Visiting and access**

If you wish to visit us in person, please email or call us in advance to book an appointment.

There is step-free access via the main entrance to the lift lobby. There are lifts to reception on the second floor and a platform lift on this floor to the kitchen.

### **Find out more**

Discover our work in [Northern Ireland](#).

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## **Scotland**

**Email:** [scotlandcontact@heritagefund.org.uk](mailto:scotlandcontact@heritagefund.org.uk)

**Telephone:** [0131 376 0033](tel:01313760033) (Monday to Friday, 9.00am–5.00pm)

**Address:** [Cubo Offices, 40 Princes Street, Edinburgh, EH2 2BY](#)

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

Enter through the main entrance to 40 Princes Street. Once in the building, you will be greeted by reception. The offices are on the 6th floor and can all be reached via lift with the main Cubo reception located on the 4th floor. Please report to reception on the 4th floor and we will then come to meet you. There are accessible toilets on site and access via stairs.

#### Find out more

Discover our work in [Scotland](#).

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## Wales

**Email:** [wales@heritagefund.org.uk](mailto:wales@heritagefund.org.uk)

**Telephone:** [029 2034 3413](tel:02920343413)

**Address:** [Clockwise Offices, Brunel House, 2 Fitzalan Road, Cardiff, C24 0EB](#)

We welcome calls to our main telephone line in Wales in Welsh or English. You can also email us in the language of your choice and we will aim to provide an equal standard of service in both languages.

#### Visiting and access

If you wish to visit us in person, please email or call us in advance to book an appointment.

Access to the building is on a flat paved surface and there are both revolving and power-assisted doors. The entrance to reception is stepped with assistance handrails, and there is also a wheelchair-accessible platform lift. The office is located on the reception floor, and is accessible. There are accessible toilets in the building and passenger lifts to all floors.

#### Find out more

Discover our work in [Wales](#).

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## Alternative ways to contact us

Alternatively, please contact our **Customer Services Team** Monday to Friday, 9am-5pm on [020 7591 6044](tel:02075916044) or email [enquire@heritagefund.org.uk](mailto:enquire@heritagefund.org.uk)

If you have a hearing or speech impairment you can contact us through [Relay UK](#) using your text phone or Relay UK app. Please insert 18001 plus 020 7591 6044.

## Reasonable adjustments

We are committed to being open and accessible, and want to make sure that our services are accessible to all.

If you need help to make an application or access our services and information, please contact us for information on the type of support that we can provide.

[Read more about the reasonable adjustments we can make for you](#)

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## Other enquiries

- For application portal account queries, call the Customer Services Team on [020 7591 6044](tel:02075916044) or email [investment-service-support@heritagefund.org.uk](mailto:investment-service-support@heritagefund.org.uk)
  - For award documentation enquiries, please contact your Investment Manager
  - For freedom of information requests, please email [foi@heritagefund.org.uk](mailto:foi@heritagefund.org.uk)
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## Head Office

[The National Lottery Heritage Fund, 4th Floor, Cannon Bridge House, 25 Dowgate Hill, London, EC4R 2YA](#)

Please send any items via email or telephone [020 7591 6000](tel:02075916000).

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## Fraud alert

Have you been told you can receive money from us? The National Lottery Heritage Fund (previously known as The Heritage Lottery Fund) **only gives funding in response to grant applications**. We do not operate a lottery, award prizes or distribute money in any other way.

[Read more about fraud attempts that use The National Lottery Heritage Fund's name](#)

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