

# Contact us

## Contents

- [England, London and South](#)
  - [England, Midlands and East](#)
  - [England, North](#)
  - [Northern Ireland](#)
  - [Scotland](#)
  - [Wales](#)
  - [Alternative ways to contact us](#)
- 

## 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:** [0330 236 6485](tel:03302366485) (Monday to Friday, 9.00am–5.00pm)

### London and South East: visiting and access

4th Floor  
Cannon Bridge House  
25 Dowgate Hill  
London, EC4R 2YA

[London office location on map](#)

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: visiting and access

Broadwalk House  
Southernhay West  
Exeter, EX1 1TS

## [Exeter office location on map](#)

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:01158576763) (Monday to Friday, 9am–5pm)

#### **Visiting and access**

Antenna Creative Business Centre  
Beck Street  
Nottingham, NG1 1EQ

## [Nottingham office location on map](#)

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:01223645938) (Monday to Friday, 9am–5pm)

#### **Visiting and access**

WeWork Offices  
50-60 Station Road  
Cambridge, CB1 2JH

## [Cambridge office location on map](#)

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, power assisted doors and a lift to all levels which prioritises disabled users. There are accessible toilets on all floors, which are accessed by radar key. If you don't have your own, reception can loan you a key. Assistance dogs are welcome on site, and companion dogs are welcome by prior arrangement.

## West Midlands

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

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

### Visiting and access

Landmark Space  
Two Snow Hill  
Snow Hill, Queensway  
Birmingham, B4 6GA

[Birmingham office location on map](#)

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)

### Visiting and access

Live Theatre  
27 Broad Chare  
Newcastle Upon Tyne, NE1 3DQ

### [Newcastle office location on map](#)

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)

### **Visiting and access**

Rodwell Tower  
111 Piccadilly  
Manchester, M1 2HY

### [Manchester office location on map](#)

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)

### **Visiting and access**

1st Floor, Park House  
24 Park Square West  
Leeds, LS1 2PW

### [Leeds office location on map](#)

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)

### Visiting and access

Arthur House  
41 Arthur Street  
Belfast, BT1 4GB

[Belfast office location on map](#)

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)

### Visiting and access

Cubo Offices  
40 Princes Street  
Edinburgh, EH2 2BY

[Edinburgh office location on map](#)

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)

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

Clockwise Offices, Brunel House  
2 Fitzalan Road  
Cardiff, CF24 0EB

[Cardiff office location on map](#)

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

[London office location on map](#)

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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[Press office](#)

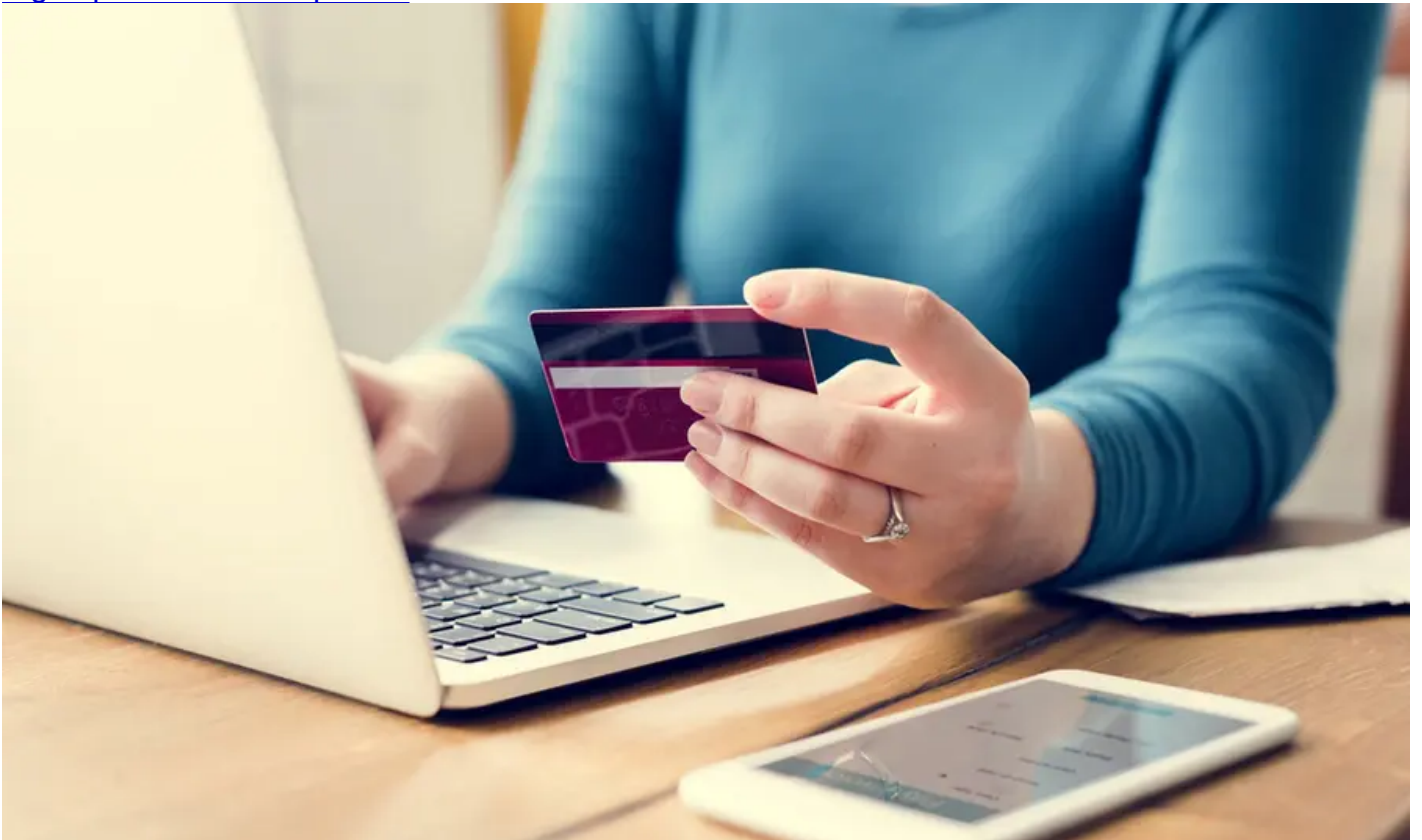


[Customer service](#)





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[Fraud, bribery and corruption](#)