

Contact us

Get help with our online service when applying for a grant or managing your project. If you have a question about our funding, find contact details for your local team below. Or contact Customer Services to raise a concern or complaint or for anything else.

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Need help with our online service?

For assistance with our [online service](#) when applying for a grant or managing your project, email investment-service-support@heritagefund.org.uk or call 020 7591 6044 (Monday to Friday, 9am–5pm).

To raise a concern, make a complaint and for general enquiries

Email our **Customer Services team** at enquire@heritagefund.org.uk or call 020 7591 6044 (Monday to Friday, 9am–5pm).

Thinking about applying to us for a grant of up to £250,000?

To get feedback on your project idea before making a full application, [submit a Project Enquiry](#). We'll get back to you within 10 working days.

Got a question about our funding? Contact your local team:

England, London and South

London and South East

Email: londonandsouth@heritagefund.org.uk

Telephone: [0330 236 6485](tel:03302366485) (Monday to Friday, 9am–5pm)

Postal address:

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

South West

Email: londonandsouth@heritagefund.org.uk

Telephone: [0330 236 6485](tel:03302366485) (Monday to Friday, 9am–5pm)

Postal address:

Broadwalk House
Southernhay West
Exeter, EX1 1TS

Find out more

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

England, Midlands and East

East Midlands

Email: MidlandsandEast@heritagefund.org.uk

Telephone: [0115 8576 763](tel:01158576763) (Monday to Friday, 9am–5pm)

Postal address:

Antenna Creative Business Centre
Beck Street
Nottingham, NG1 1EQ

East of England

Email: MidlandsandEast@heritagefund.org.uk

Telephone: [01223 645 938](tel:01223645938) (Monday to Friday, 9am–5pm)

Postal address:

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

West Midlands

Email: MidlandsandEast@heritagefund.org.uk

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

Postal address:

WeWork
55 Colmore Row
Birmingham, B3 2AP

Find out more

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

England, North

North East

Email: north@heritagefund.org.uk

Telephone: [0191 249 4271](tel:01912494271) (Monday to Friday, 9am–5pm)

Postal address:

WIZU,
Portland House,
New Bridge St W,
Newcastle upon Tyne, NE1 8AL

North West

Email: north@heritagefund.org.uk

Telephone: [0161 200 8470](tel:01612008470) (Monday to Friday, 9am–5pm)

Postal address:

Rodwell Tower
111 Piccadilly
Manchester, M1 2HY

Yorkshire and Humber

Email: north@heritagefund.org.uk

Telephone: [0113 388 8030](tel:01133888030) (Monday to Friday, 9am–5pm)

Postal address:

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

Find out more

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

Northern Ireland

Email: northernireland@heritagefund.org.uk

Telephone: [028 9592 1901](tel:02895921901) (Monday to Friday, 9am–5pm)

Postal address:

Arthur House
41 Arthur Street
Belfast, BT1 4GB

Find out more

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

Scotland

Email: scotlandcontact@heritagefund.org.uk

Telephone: [0131 376 0033](tel:01313760033) (Monday to Friday, 9am–5pm)

Postal address:

Cubo Offices
40 Princes Street
Edinburgh, EH2 2BY

Find out more

Discover our work in [Scotland](#).

Wales

Email: 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 provide an equal standard of service in both languages.

Postal address:

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

Find out more

Discover our work in [Wales](#).

Other enquiries

- For **award documentation enquiries**, please contact your Investment Manager.
 - For **press enquiries** contact our [Press office](#).
 - For **freedom of information requests**, email foi@heritagefund.org.uk.
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Alternative ways to contact us

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](#)

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).

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](#)



Press office



Customer service



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[Fraud, bribery and corruption](#)