

# Contact us

Find out how to get help with our online grant application and project management service, get in touch with your local funding team, contact Customer Services to raise a concern and more.

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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](mailto:investment-service-support@heritagefund.org.uk) or call 020 7591 6044 (Monday to Friday, 9am–5pm).

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

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

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## 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.

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

### England, London and South

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

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

Find out more about our work in [England, London and South](#).

### England, Midlands and East

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

**Telephone** (Monday to Friday, 9am–5pm)

East Midlands: [0115 8576 763](tel:0115 8576 763)

East of England: [01223 645 938](tel:01223 645 938)

West Midlands: [0121 393 4734](tel:0121 393 4734)

**Find out more** about our work in [England, Midlands and East](#).

## England, North

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

**Telephone** (Monday to Friday, 9am–5pm)

North East: [0191 249 4271](tel:0191 249 4271)

North West: [0161 200 8470](tel:0161 200 8470)

Yorkshire and Humber: [0113 388 8030](tel:0113 388 8030)

**Find out more** about our work in [England, North](#).

## Scotland

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

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

**Find out more** about our work in [Scotland](#).

## Wales

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

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

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.

**Find out more** about our work in [Wales](#).

## Northern Ireland

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

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

**Find out more** about our work in [Northern Ireland](#).

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## Other enquiries

- For **grant documentation enquiries**, contact your Investment Manager.
  - For **press enquiries** contact our [Press office](#).
  - For **freedom of information requests**, email [foi@heritagefund.org.uk](mailto: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. Dial 18001 then 020 7591 6044.

## Reasonable adjustments

We are committed to being open and accessible, and want to make sure our services are available 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 we can provide.

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

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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](#)

Telephone: [020 7591 6000](tel:02075916000)

The best way to get in touch or share information with us is to email or telephone [Customer Services](#) or your [local team](#).

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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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