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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:

Contact: England, London and South

Email: londonandsouth@heritagefund.org.uk

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

Find out more about our work in England, London and South.

Contact: England, Midlands and East

Email: MidlandsandEast@heritagefund.org.uk

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

East Midlands: 0115 8576 763

East of England: 01223 645 938

West Midlands**:** 0121 393 4734

Find out more about our work in England, Midlands and East.

Contact: England, North

Email: north@heritagefund.org.uk

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

North East: 0191 249 4271

North West: 0161 200 8470

Yorkshire and Humber: 0113 388 8030

Find out more about our work in England, North.

Contact: Scotland

Email: scotlandcontact@heritagefund.org.uk

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

Find out more about our work in Scotland.

Contact: Wales

Email: wales@heritagefund.org.uk (Monday to Friday, 9am–5pm)

Telephone: 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.

Contact: Northern Ireland

Email: northernireland@heritagefund.org.uk

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

Find out more about our work in Northern Ireland.

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.

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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Contact with our staff

We are committed to treating all customers fairly and professionally. We expect the same behaviour in return. Find out more about our policy on dealing with unacceptable behaviour.

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.

Postal addresses

England, London & South

London and South East (UK Head Office)

The National Lottery Heritage Fund
4th Floor, Cannon Bridge House
25 Dowgate Hill
London, EC4R 2YA

London office location on map

South West

Broadwalk House
Southernhay West
Exeter, EX1 1TS

Exeter office location on map

England, Midlands and East

East Midlands

Antenna Creative Business Centre
Beck Street
Nottingham, NG1 1EQ

Nottingham office location on map

East of England

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

Cambridge office location on map

West Midlands

Cubo
55 Colmore Row

Birmingham, B3 2AA

Birmingham office location on map

England, North

North East

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

Newcastle office location on map

North West

Rodwell Tower
111 Piccadilly
Manchester, M1 2HY

Manchester office location on map

Yorkshire and Humber

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

Leeds office location on map

Scotland

Cubo Offices
40 Princes Street
Edinburgh, EH2 2BY

Edinburgh office location on map

Wales

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

Cardiff office location on map

Northern Ireland

Arthur House
41 Arthur Street
Belfast, BT1 4GB



Press office





Sign up to our email updates



Fraud, bribery and corruption