



East London Residents Welcome Pack

www.finefair.com

Contents

👉 Welcome to Finefair.....	2
👉 Moving into your new home.....	2
👉 Contact Us.....	3
👉 Service User Care Charter.....	4
👉 Service User Guidelines.....	5
👉 Service User Helpline.....	6
👉 Maintenance Police and Procedures.....	7
👉 Being Safe in Your New Home.....	9
👉 Rent.....	10
👉 Inspections.....	12
👉 Anti-Social Behaviour	12
👉 Moving Out.....	13
👉 Complaints Policy and Procedures.....	13
👉 Transfers.....	14
👉 Local Area Information Pack.....	16

Welcome to Finefair!

Welcome to your new home managed by Finefair Consultancy.

This Welcome Pack has been designed to guarantee your comfort and safety within your new home.

Here at Finefair, we deal with service users from all walks of life. We provide the highest quality accommodation with all aspects of safety in mind. We continually train our staff and ensure they are accredited with any relevant industry qualifications ensuring you receive a high level of service and professionalism.

We wish you happiness and comfort in your new home!

Moving Into Your New Home

- ✦ When moving into your new home, you will meet one of our Placement Officers. You will be given contact details of the Service User Care Team and the out of hours contacts and procedures in case of an emergency.
- ✦ To ensure you are happy with the property the officer will show you around your property and show you how the heating and hot water work, where to find the water stop-cock, what to do about fire safety, etc, inside your new home.
- ✦ You will be given your own set of keys. If you need more than one set, it is your responsibility to make another copy to keep safe. We do not change locks or provide a locksmith service. Please ensure you cut another set for yourself for safe keeping with a friend or family.
- ✦ You will need to complete a Sign-up form before accepting the property. This confirms you have been shown around the property, told how things work and that you are happy with the standard of the property.
- ✦ Having moved in, it then becomes your responsibility to register all utilities in your name i.e. Gas, Electric, Water. We will inform the various utility companies, should you fail to do so.

Contacting Us:

Address Finefair Consultancy Ltd, 552-554 Ley Street, Ilford, Essex, IG2 7DB

Telephone

Main Office: 020 8554 0500

Repairs: 020 8554 1009

Website: www.finefair.com

Email: info@finefair.com

How to find us:



Newbury Park - Central Line



Ilford Station

By Bus: Route 169 (Clayhall, The Glade – Barking, London Road)

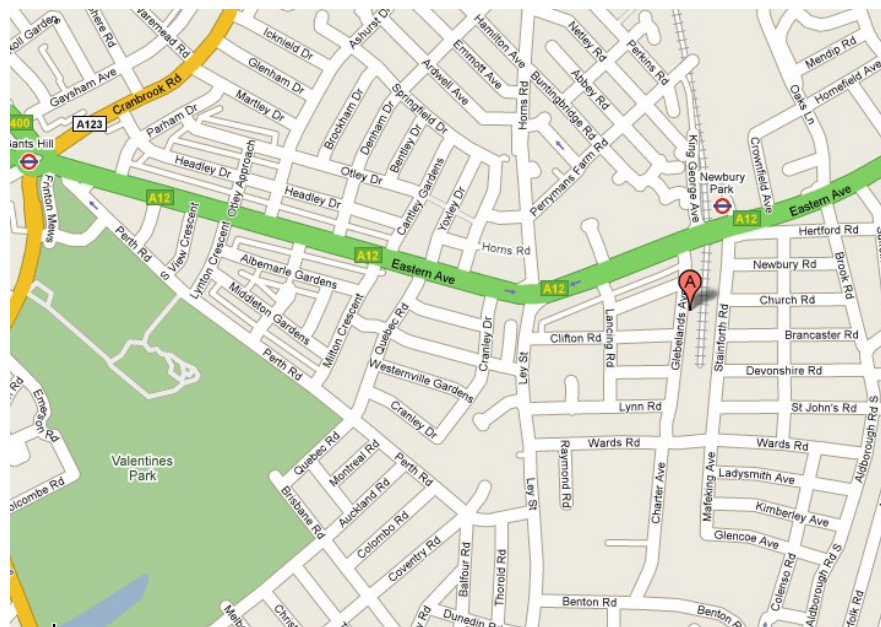
Stop Code: NH

Route 66 (Romford Station – Leytonstone Station)

Stop Code: NA

By Car: If you are looking to visit us by car, we are just off the A12.

Here's a map to help you find us.



If you need any more help, please just get in touch.

Service User Care Charter

Finefair Consultancy has adopted a Service User Care Charter for the well-being of our Service Users:

- ✦ We understand the importance of privacy and will ensure the protection of the confidentiality of our Service Users.
- ✦ We pride ourselves in providing Service Users with well-kept facilities that comply with health, safety and hygiene requirements.
- ✦ We provide equality of access to our services, taking into account the ethnic origin, cultural background, religion, variety of languages, gender, sexuality and disabilities of our Service Users., we will manage our services with immense consideration. (Copies of our Equal Opportunities Policy are available on request or can be downloaded from our website - www.finefair.com)
- ✦ We are strongly dedicated to the protection and welfare of children and will not tolerate any form of child abuse. (Copies of our Child Protection Policy are available on request or can be downloaded from our website - www.finefair.com)
- ✦ We will respond to all repairs/complaints within the relevant time scales. (Copies of our Complaints Procedure are available on request or can be downloaded from our website – www.finefair.com)

Service User Guidelines & Responsibilities

At Finefair we meet our responsibilities in managing your home and we also ask you to fulfil your responsibilities in respecting and maintaining the homes we provide. Here are guidelines clearly outlining what we expect from you:

- 👉 Rooms in hostels and HMOs should be kept clean, habitable and clear of any waste.
- 👉 When you arrive at the property, you will see that we have kept your garden neat and trimmed for you. It is your responsibility to make sure it stays this way.
- 👉 Communal areas should be kept clean and tidy at all times.
- 👉 You must test the smoke alarms at least once a week.
- 👉 Fire doors should be kept shut and escape routes should be kept clear.
- 👉 Power sockets must be used in an appropriate manner and should not be overloaded, (e.g. one plug per socket).
- 👉 You are not permitted to make any changes to the property. You may request any minor changes in writing and we will endeavour to obtain authorisation from the owner regarding any proposed change.
- 👉 Please maintain a respectful attitude towards your neighbours, particularly when listening to music and late at night.
- 👉 Visitors are only allowed at the property when you are there with them.
- 👉 The possession and use of drugs is strictly prohibited on the premises, unless prescribed by a doctor. If we suspect drug dealing or drug use we will inform the relevant authorities.
- 👉 All types of weapons are prohibited within and around the premises.
- 👉 Make sure you have taken out the adequate contents insurance for your valuables.
- 👉 Make sure you keep appointments we make to inspect the property, carry out regular maintenance and servicing or to carry out repairs.
- 👉 Dispose of your rubbish and recycling appropriately and safely.
- 👉 Pay the Council your rent on time.
- 👉 Pay your Council Tax, gas, and electricity and water charges on time.
- 👉 You should remember that you will be responsible for any damage caused to the property by either you or a visitor.

Equal Opportunities

Finefair has a comprehensive Equal Opportunities Policy. We do not allow or tolerate any prejudicial behaviour from our Service Users. All individuals, both within our organisation and externally, are treated equally irrespective of their race, religion or belief, colour, sex, gender, age, national origin, disability or sexual orientation. The aim of our policy is to ensure that no Service User or employee receives less favourable treatment on grounds not relevant to good employment or customer service practice. You may download a copy of our Equal Opportunities Policy at www.finefair.com

Finefair's Responsibilities

In managing your home we will:

- ✈ Carry out regular inspections and annual Gas & Electrical safety checks.
- ✈ Arrange repairs for maintenance issues within the given timescales. (For further details please refer to Maintenance Charter below.)
- ✈ Adopt a zero tolerance attitude towards harassment and anti-social behaviour. All complaints will be taken very seriously and will be investigated.
- ✈ Investigate requests for transfers

Repairs Service - Service User Helpline

It is likely that something may go wrong in the property that requires attention. To report problems please call us at the office on the number below.

Repairs can be reported between the following times:

9.00am – 5:30pm Monday to Friday and 10.00am – 3:00pm Saturdays

Repairs Helpline - 020 8554 1009.

**Or you can report it 24 hours a day online at www.finefair.com
or email us at repairs@finefair.com**

Finefair also operates an 'Out of Hours' Emergency Helpline. This service is available to Service Users in the case of a emergency, such as electrical failure, a break-in or lack of water.

**Out of Hours Service - 07939 717 912
(Only in case of emergency)**

You will be given an Emergency Service User Helpline card. Please store this card in a safe place. Further cards are available on request.

**PLEASE DO NOT CALL THE 'OUT OF HOURS' NUMBER DURING OFFICE HOURS -
THIS NUMBER SHOULD BE USED FOR EMERGENCIES ONLY.**

(PLEASE REFER TO MAINTENANCE CHARTER FOR PRIORITY LEVELS FOR REPAIRS)

Maintenance Charter

Here is a schedule of potential repair and maintenance problems. Each issue has been prioritised according to the risk levels attached to it. You will see our predicted timescale for dealing with each issue.

Maintenance Issue	Priority Level	Timescale for Completion
<ul style="list-style-type: none"> 🔧 Blocked drains, toilet pans and soil stacks (where there is no other working toilet in the house) 🔧 Loss of space and water heating 🔧 Leak from tanks, cisterns, heating and water pipes 🔧 Electrical failure/loss 🔧 Unsafe electrical, power or light fitting 🔧 Defective toilet 🔧 Insecurity caused by break-in 🔧 Insecure external doors, windows and locks 🔧 Blocked flue pipes 🔧 Loss of water supply 🔧 Total or partial loss of gas supply 🔧 Exposed electrical cabling 🔧 Serious leakage through roof 🔧 Loose or broken banisters or handrails 🔧 Gale or storm damage causing danger to life or property 	<p>Priority One Emergency repairs required to avoid danger to health, risk to the safety of Service Users or serious damage to buildings or Service Users' belongings.</p>	<p>Complete works within 24 hours.</p>
<ul style="list-style-type: none"> 🔧 Broken glazing 🔧 Non-functioning refrigerator 🔧 Blocked sinks, baths and basins 🔧 Taps which cannot be turned 🔧 Fallen plaster 🔧 Loose or detached hand rails and banisters 🔧 Rotten stair tread and timber flooring 🔧 Overflow running continuously 🔧 Covering of exposed manholes or gullies 🔧 Unsafe flooring of any kind 	<p>Priority Two Urgent repairs, which materially affect the comfort or convenience of the Service Users.</p>	<p>Complete works within 48 hours.</p>
<ul style="list-style-type: none"> 🔧 Loose plaster 🔧 Defective floorboards, stair tread, handrails or detached banister 🔧 Defect to internal door/kitchen unit etc. 🔧 Defective washing machine 🔧 Defective extractor fans 🔧 Defective guttering 🔧 Blocked sink, bath or basin 🔧 Tap which cannot be turned 🔧 Partial loss of electric power 🔧 Leaking roof 🔧 Faulty entry systems 🔧 Partial loss of water supply 	<p>Priority Three Non urgent repairs</p>	<p>Within 7 days of notification.</p>
<ul style="list-style-type: none"> 🔧 Paint touch ups 🔧 Loose skirting boards 🔧 Air vents 🔧 Loose pipe boxing 🔧 Garden fencing 	<p>Priority Four Non urgent Repairs</p>	<p>Within 14 days of notification.</p>
<ul style="list-style-type: none"> 🔧 Leaking roof 🔧 Door entry phone not working 🔧 Mechanical extractor fan in internal kitchen or bathroom not working 	<p>Priority Five Non Urgent Repairs</p>	<p>Within 28 Days of notification.</p>
<ul style="list-style-type: none"> 🔧 Testing of gas appliances & flues 🔧 Testing of fire detection apparatus 🔧 Testing of small electrical appliances 	<p>Annual To maintain 'accredited' status.</p>	<p>Every 12 months or upon change of Service User.</p>
<ul style="list-style-type: none"> 🔧 Testing of electrical supply wiring and fixtures and fittings. 	<p>Five Yearly To maintain 'accredited' status.</p>	<p>Every 5 years or upon change of Service User.</p>

Hints and Tips for your new home

How to avoid condensation

Condensation is a result of warm and wet air meeting a colder surface. You can avoid having condensation in your home by making sure that:

- ✦ You do not block any air vents.
- ✦ Your home is well ventilated and fresh air is allowed in every room.
- ✦ When running a bath, you open the window and close the bathroom door.
- ✦ When cooking, you open the window and close the kitchen door.
- ✦ You do not dry your clothes on any radiators or heaters.

Below you will find some tips on energy saving that will save you from big bills.

Heating Tips

- ✦ Set your heating to go off 30 minutes before you leave the house and to come on again 30 minutes before you expect to return rather than leaving it on all the time.
- ✦ Make sure your radiators are not obstructed by curtains or furniture.
- ✦ Draw your curtains at dusk to help keep the heat generated inside your rooms.

Electrical Appliances

- ✦ Use energy efficient light bulbs which use less energy and last up to ten times longer than standard bulbs.
- ✦ Turn off household appliances such as microwaves, TVs, videos, music systems and computers when not in use, as they continue to use energy when they are left on standby.

Refrigeration

- ✦ Don't leave the fridge door open and try to avoid putting hot or warm food straight into the fridge as this increases the energy required to keep the contents cold.
- ✦ Defrost your fridge frequently and check the door seals. Avoid putting your fridge next to heat generating appliances such as an oven or boiler.

Being Safe in Your New Home

Gas Safety



If you smell gas:

OPEN all windows and doors and turn off the gas supply at the meter.

DO NOT ignite a naked flame such as a lighter or a match stick and **do not** switch any electrical switches on or off – they may cause a spark and ignite the gas moving in the air.

Call **The National Grid on 0800 111 999 immediately** and Call our **Service Care User Team on 020 8554 1009**.

Electrical Safety



DO ensure you have all plugs wired in the appropriate way and that you switch off appliances when not in use, or when you go to bed. Get professional help when repairing or wiring electrical goods in your home and be extra aware of sockets when small children are present.

DO NOT keep any liquids close to electrical appliances and sockets and don't touch any plugs, switches or appliances with wet hands. Make sure they are dry. Do not overload sockets with adaptors or run appliances from any light fittings. Do not let the wires of kitchen appliances get close to the main parts of a cooker and throw away any cracked or damaged plugs

Gas and Electricity Suppliers Contact Details

These companies provide gas and electricity to all boroughs across London:

- 👉 **British Gas** - 0845 600 0560
- 👉 **EON** - 0845 059 9905
- 👉 **NPower** - 0845 071 4525
- 👉 **Ebico** - 0800 458 7689
- 👉 **EDF Energy** - 0800 056 5927
- 👉 **First Utility** - 0845 215 5000
- 👉 **National Grid Gas Emergency** - 0845 605 6677

Fire Procedure

In the event of a fire breaking out in your home, you are advised to:

- 👉 First and foremost, try to keep calm.
- 👉 You should evacuate the area immediately, closing the door behind you tightly.
- 👉 Make your way out of the property as safely as possible
- 👉 Raise the alarm: make it be known to others around you that there is a fire.
- 👉 Always use the stairs as a means of exit: lifts are dangerous in fires.

Remember to make sure that you raise an alarm when a fire occurs.

Phone 999 and ask for the Fire Brigade. Give your name and address calmly and wait for them to confirm your address before hanging up.

Your Rent

You must pay the Council rent if you are living in property assigned by the Council.

Your rent will vary depending on the size, type, location and amenities of the property. The rent is a fixed price and there will be no price negotiations. You pay your rent to the Council you signed your tenancy with. (If you are on an AST scheme where you are required to top up your rent this will be debited from your account on a fortnightly or monthly basis by Direct Debit. You will be expected to sign a Direct Debit form upon your placement or sign up by the Council.)

The rent is paid by the person(s) named in the Tenancy Agreement. If you have a joint tenancy, it is the responsibility of both people to pay the rent and any rent arrears. If one tenant leaves it is the responsibility of the remaining tenant to pay all the money that is still due. The Council will be able to recover any rent arrears from individual joint tenants.

There are many ways for you to pay your rent. It is due every Monday and can be paid in the following ways:

- ✦ At the Post Office. If you present your rent swipe card you will receive a receipt for your payment. You should hold on to this in case any queries arise. Your payment usually goes into your rent account within three days.
- ✦ You can also pay by a standing order every week or month, providing that you have a bank account or any type of building society account. You should contact the Temporary Accommodation Team for a standing order form.
- ✦ You may also pay your rent on the phone or online by using a credit/debit card. The Councils only accept payment using Visa, MasterCard, Switch, Delta and Solo. Here are the numbers for the relevant Councils.

Waltham Forest Council: Call: 020 8496 3000
www.lbwf.gov.uk/do-it-online.htm

Redbridge Council: Call: 020 8708 4708
www.redbridge.gov.uk/toolkit/payit.cfm

Newham Council: Call: 020 8430 2000
www.apps.newham.gov.uk/payments/index.asp

Hackney Council: Call: 020 8356 3000
www.hackneypayments.netstore.co.uk/paris/

Barking & Dagenham: Call: 020 8227 2922
www.barking-dagenham.gov.uk/features/pay/pay-main.cfm

You may also pay your rent by post. Send a cheque or postal order to the relevant Council. Write your name, address and your Rent Account number on the back of the cheque or postal order clearly. You should never send cash through the post, or any rent swipe cards. The cheques must be crossed and marked Account payee only.

Waltham Forest Council
London Borough of Waltham Forest, PO Box 6938, Walthamstow, London, E17 3SD

Redbridge Council
Chief Payments and Benefits Officer, 22-26 Clements Road, Ilford, Essex, IG1 1BD

Hackney Council
London Borough of Hackney, Town Hall Cash Office, Mare Street London E8 1EA

Newham Council

For residents living in Newham, you may visit these local centres to pay your rent:

Canning Town: 3 Beckton Road, Canning Town, London E16 4DT

East Ham: Town Hall Annexe, 330-354 Barking Rd, East Ham, London E6 2RT

Forest Gate: 4-20 Woodgrange Road, Forest Gate, London E7 0QH

Manor Park: 685-689 Romford Road, Manor Park, London E12 5AD

Stratford: 112-118 The Grove, Stratford, London E15 1NS

Barking and Dagenham Council

Civic Centre, Rainham Road North, Dagenham, RM10 7BN or Barking Learning Centre, 2 Town Square, Barking, IG11 7NB

If I have problems paying the rent, what should I do?

If you are having problems in paying your rent, you should contact your Council immediately. You can get in touch by writing, phoning or calling in person to the Temporary Accommodation Team at your Council.

Will I be evicted if I can not pay?

Before an eviction you should request advice from The Citizens Advice Bureau, Housing Aid Centre or any solicitor or law centre. Do not wait for an eviction notice before you pay your rent, as it will then be too late. You should act fast to pay your rent.

However, if you continue to owe rent arrears, you will be sent a letter to request that you pay the outstanding balance. If you fail to make any payments or contact your local Council to discuss your situation, you will be given a notice (Notice to Quit) after four weeks stating that the Council will be seeking possession of the property.

You should act immediately so that you can agree payments with the Council which may avoid court action. It is likely that the Council will go to court to ask for a possession order to evict you from your home if you still owe rent. They will also ask for a money judgment order to recover your debts.

A money judgment order will affect your ability to obtain credit in the future. If you are evicted from your home it is highly unlikely that the Council will accommodate you again. In addition to this you may be charged any costs to us and inevitably you will have a County Court Judgement (CCJ) against your name.

Your rent is used to provide and manage your home. Rent does not include payments for gas or electricity. It also does not cover Council Tax or water charges.

You must pay these separately (register with the Council's Revenue Services and with Thames Water for water supply). You may be eligible to receive Council Tax Benefits. This will be calculated at the same time as your Housing Benefit - there is no need to make a separate claim.

Rent Changes

Your rent charges will stay the same unless you are told otherwise. You will be made aware of any price changes 28 days prior to the change taking effect.

If you are entitled to benefits and your circumstances alter, it is your responsibility to let the respective Council know immediately. If you fail to do so, you may receive either too much or too little Housing and Council Tax benefit.

You should notify the council if there are:

- ✦ Any changes in your (or your partner's) income or the source of your income (such as if you stop getting one Social Security benefit and receive another, if your earnings increase or your hours at work reduce).
- ✦ Any change in the circumstances of people living in your home (such as starting work, becoming a higher education student or leaving school).
- ✦ Changes in the number of people in your home (such as children leaving home or taking in a lodger).
- ✦ Your capitals/savings change (unless they stay below £6,000 in total).

If you realise you have been paid more benefits than you are entitled to and fail to report this to the Council immediately you will have to repay the overpaid benefit. If you do not report that you have been underpaid, you may lose the right to the arrears of underpaid benefit.

If you are not sure if the change in your circumstances will affect your benefit let your respective Council know straight away.

Inspections

When you agree to live in the property you are also agreeing to allow Finefair to carry out regular inspections of your home on behalf of the Council. Inspections of our properties are necessary for many reasons. The inspections allow us to stay in close contact with our Service Users so that we know of any concerns or problems you may have. They are also a chance for us to check the condition of the home.

The monthly inspections will also ensure that we are fully aware of any changes in your living situations and identify any health and safety issues in your home.

We will only ever request access for an inspection during office hours. We may enter with keys depending on the circumstances, however will make every effort to ensure that you, or a member of your family, are present. You will be advised of the inspections in advance unless there is an emergency. Please ask the Inspections Officer to show you identification before entering your home. All our officers carry identification and will be happy to show it to you.

Anti-Social Behaviour

As part of your tenancy agreement, you are responsible for your actions and the actions of your family and visitors. Anti-social behaviour has been defined as 'any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'. This includes:

- ✦ Vandalism to our properties, communal areas or the property of your neighbours.
- ✦ Racism towards those in your community.
- ✦ Homophobia towards those in your community.
- ✦ Any other type of prejudice or discrimination e.g religious, towards those in your community.
- ✦ Causing disturbance to neighbours by engaging in activities with high levels of noise.
- ✦ Verbal and physical abuse towards neighbours and passers-by.
- ✦ Fly tipping rubbish
- ✦ 'Yobbish behaviour'
- ✦ Any behaviour that interferes with an individual's right to a comfortable and peaceful life in their homes and neighbourhoods.
- ✦ Dealing or buying drugs on the street
- ✦ Street drinking
- ✦ Fly posting and graffiti.

Service Users and their visitors are expected to treat the property and those surrounding it with respect. We take a zero tolerance attitude towards anti-social behaviour and Service Users found guilty of any of the mentioned offences in the list above will be in breach of their tenancy. This may result in you being evicted from your home. If you are found guilty of any harassment issues it is highly likely that the Council will not re-house you due to your actions and behaviour.

However if you are experiencing any type of anti-social behaviour, be it physical or verbal, please contact us so that we can investigate.

Moving Out

If you wish to end your tenancy you must let Finefair know as soon as possible. This will ensure that problems with housing benefit do not occur. If you fail to give us an early notice you could end up not having housing benefit paid for your new property, as you will be recorded as still living at your previous address.

Before you leave you must book an appointment for a final inspection of the property by calling us on **020 8554 0500**. You must leave the property clean and tidy and you must take all your belongings, such as furniture and personal items with you. If we find any unauthorised changes or damage to the property you may be held liable and will have to pay a charge.

Before you leave, you must make sure you **return all keys** to Finefair. If we do not receive your keys or have to change locks, you will be liable for the costs. You should also hand in any gas meter card or electricity meter keys for the property.

Complaints Policy & Procedure

Finefair works very hard to make sure that your needs are met at all times. Nevertheless, situations may arise where you feel that we have not met your expectations. Finefair addresses all complaints in a serious manner and will thoroughly investigate any area of dissatisfaction. All complaints are dealt with fairly and objectively.

You may want to register a complaint because you feel that your accommodation is not to up to standard or you feel that you have been treated unfairly or discriminated against or you feel that you have not received something you are entitled to. You may register your complaint in the following ways:

Verbal Complaint: Call our main office on **020 8554 0500** (Monday – Friday 9am - 6pm). Please make sure that you make a note of the time and date you called and the name of the person you spoke to. We will do our best to address any issue and come to a conclusion as swiftly as possible.

Written Complaint: Send your complaint in writing to: **Quality Assurance Manager, Finefair Consultancy, 552-554 Ley Street, Ilford, Essex IG2 7DB.**

Transfers

If you wish to transfer to another property, you will only be considered liable for a transfer by the Council in specific conditions. These include:

- ✦ If your accommodation is much too small for you and your family to live in.
- ✦ If your home is too big for the amount of people living in it.
- ✦ If you feel that you have been harassed or intimidated by anti-social behaviour and fear for the safety of you and your family.
- ✦ If you or a member of your family have any major health issues you may be applicable for a transfer. You should fill out a Medical Questionnaire for either yourself or the family member concerned. The Council Disability Panel will then investigate your case and consider whether you are liable for a transfer.

If you feel that any of these situations apply to you please contact Finefair so that we can look into your situation. If we deem a transfer to be necessary we will propose a request for transfer to the Council's Private Sector Leasing Team.

The team will then look into your request and accept or deny it accordingly. If your request for a transfer is accepted, Finefair will assist in relocating you to another home. However, if we do not have a property suited to your needs, the Council Allocations Team will find you a suitable property, which will most probably be managed by a different agent and will be private sector leased accommodation.

If you are given an alternative home by the Council and the owner of the property does not wish to renew the expired lease, it will be arranged for you to live somewhere else. You will be given additional preference when requesting a permanent home if you do not have any outstanding rent arrears, or history of anti-social behaviour. Nevertheless, you may also receive a direct offer for another private sector leased property, but there is no guarantee from the Council that it will be a permanent home.

Feedback Questionnaire











Finefair welcomes all feedback and takes criticism constructively from our Service Users. We would appreciate it if you could take a few minutes of your time to complete and return the enclosed questionnaire in the stamped self-addressed envelope provided. You may conceal your identity but providing us with a name enables us to follow up on the comments and ensure that we can remedy any particular problems you may have.

All information provided is handled with strict confidentiality and will be recorded, monitored and used to improve our future services.

Local Information Guide

East London

We have included with this pack details of useful local services and amenities:

-  Restaurants & Cafes
-  Chemists
-  Schools and Colleges
-  Doctors, Dentists and Hospitals
-  Local Cab Service
-  Public Transport
-  Local Police Station
-  NHS Information
-  Citizens Advice Bureau
-  Job Centres

Information for London Borough of Waltham Forest

Restaurants and Cafes	Popular Café 9 Market Parade Forest Road London E17 6DY 0208 531 8889	Planet Pizza 29 St. James St, Walthamstow London E17 7PJ 0208 520 0066	Jesses Café 68 High Street London E17 7LD 0208 521 5215	Picnic Sandwich Bar 801 Forest Road London, E17 4JD. 020 8527 9222	Subway 214 Hoe St London E17 3AY 0208 520 8396
Chemists	Forest Dispensing Chemists 615 Forest Road London, E17 4PP. 020 8527 2185	Potter Herbal Medicine 53a Greanleaf Road London E17 6QN 0208 923 4928	Ron's Drug Store 119 Wood Street London, E17 3LL. 020 8520 3464	Superdrug Stores PLC 6 Selbourne Walk London, E17 7JR. 020 8520 5350	St James Chemist's 69 St James St. London E17 7PN 0208 520 1713
Schools/ Colleges	Waltham Forest College Forest Road, Walthamstow London, E17 4JB 020 8501 8000	Sir George Monoux College Chingford Road, Walthamstow London, E17 5AA 020 8523 3544	Henry Maynard Junior School Addison Rd London, E17 9LT 0208 521 3090	St. Mary's Catholic Junior School. Sternhall Street. London, E17 3EA 0208 523 3544	Kelmscott School 245 Markhouse Rd Walthamstow E17 8DN 0208 521 2115
Doctors/Dentists/Hospitals	Whipps Cross University Hospital (A&E) Whipps Cross Rd London, E11 1NR 0208 539 5522	J Ray (GP) 117 Fulbourne Rd London, E17 4HA 0208 527 6373	L Gupta (GP) Wood St Medical Centre 39 Wood St London, E17 3JX 0208 503 6111	Chingford Dental Practice 31 Chingford Road London, E17 4PW 0208 527 9062	Dr Ahmed 2 McDonald Road Walthamstow E17 4BA 0844 477 8725
Post Offices	Wood St Sub Post Office Wood St. London, E17 3HX 0208 520 2591	Sadana & Co 143 Carr Road London, E17 5EP 0208 527 2434	Leyton Green Post Office 674 High Rd London, E10 6JP 0208 558 8313	Chingford Rd Post Office 228 Chingford Rd London, E17 5AL 0208 531 4100	Walthamstow P.O Central Library High Street London E17 7JN 0208 520 5653
Local Cab Services	Mercury Car Service 102 Hoe Street, London, E17 4QS 0208 509 2828	Wood St Car Service 177 Wood Street Walthamstow, E17 3NU 0208 520 8585	St James Car Service 28 St James St E17 7PF 0208 520 1177	Whipps Cross Cars 877 Lea Bridge Road, London E17 9DS 0208 520 5525	High Street Cars 12 Palmerston Rd London E17 6PD 0208 509 2121

Train Stations Closest to London Borough of Waltham Forest



Walthamstow Central: Underground. Lines accessible: Victoria Line.



Blackhorse Road Station: Underground. Lines accessible: Victoria Line.



Leyton Station: Underground. Lines accessible: Central Line.



Leyton Midland Road: London over ground.



Leytonstone Station: Underground. Lines accessible: Central Line.

Local Police Stations



Walthamstow Metropolitan Police Service 020 8520 3211

Contact Details for NHS Direct

Service Users in all boroughs may call NHS Direct for **24-hour** nurse advice and a health information service: 0845 46 47.

Citizens Advice Bureau



Walthamstow 167 Hoe Street, London, E17 3AL – 08701 264026

Job Centres



Hoe Street **0208 520 8989**



Westward Road **0208 257 5989**



Old Church Road **0208 524 2244**

Information for London Borough of Redbridge

Restaurants and Cafes	Fat Jackets The Exchange Shopping Mall High Road Ilford, Essex IG1 1AT 0208 553 1643	Hainault Coffee 217a Manford Way Chigwell Essex IG7 4DJ 0208 501 0009	Dominoes Pizza 34 Woodford Avenue Gants Hill Ilford, Essex IG2 6XQ 0208 550 5566	Curry Emporium 597 Cranbrook Rd Ilford, IG2 6JZ 020 8550 7429 Category: Indian	Julies Café 657 High Road Seven Kings Ilford Essex IG3 8RA 0208 590 2228
Chemists	Tee Kay Chemists 1-3 Beattyville Gardens Ilford, IG6 1JN 020 8550 3606	Brook House Pharmacy 20 Brook Parade, High Road Chigwell IG7 6PF	Sheldons Pharmacy 367 Eastern Avenue, Ilford IG2, 6NE 020 8550 3569	Longwood Pharmacy 162-166 Longwood Gardens Ilford IG5 OEW 020 8550 0895	Lloyds Pharmacy 155 Manford Way Chigwell Essex IG7 4DN
Schools/Colleges	London I.T College 43-55 Perth Road Ilford, IG2 6BX 020 8554 8500	St. Augustine's Catholic Primary School Cranbrook Rd, Ilford, IG2 6RG 020 8554 3453	LK Playhouse Children's Day Nursery 681 Cranbrook Road Ilford, IG2 6SY 020 2550 7847	Gearies Junior School Gants Hill Crescent Ilford, IG2 6TU 020 8550 4755	Seven Kings High School Ley Street, Ilford, Essex, IG2 7BT 0208 554 8935
Doctors/Dentists/Hospitals	King George Hospital Barley Lane Ilford, IG3 8YB 020 8983 8000	Anthosh Naidoo (Dentist) 532 Cranbrook Road, Ilford, IG2 6RD 020 8554 3331	Forest Edge Practise Hainault Health Centre Mansford Way Chigwell Essex IG7 4DF 0208 500 9938	Kenwood Gardens Clinic (GP) Kenwood Gardens Ilford, IG2 6YG 020 8924 6100	M.M Patel Orthodontist 26 Clarence Avenue Ilford, Essex IG2 6JH 0208 518 1022
Post Offices	Ley Post Office 332 Ley Street Ilford IG2 4AF, 020 8553 1188	Tina's Post Office 128 Cranbrook Road Ilford , IG1 4LZ 020 8554 6142	Belgrave News & Post Office 113 Belgrave Road, Ilford, IG1 3LG 020 8554 1344	Longwood Parade Post Office 156-158, Longwood Gardens, Ilford, IG5 0EW 020 8550 1516	Fullwell Avenue P.O 3 Fullwell Parade, Fullwell Avenue Ilford Essex IG5 0RF 0208 550 0755
Local Cab Services	Jubilee Cars 68 Rosedene Gardens, Ilford, IG2 6YD 0208 551 1010	Blue Line 363 Ley Street Ilford, Essex IG1 4AA 0208 478 7263	Yellow Mini Cabs 379 Eastern Avenue, Ilford IG2 6LR 0208 518 5555	Alpha 2000 Cars 394 Cranbrook Road, Ilford, IG2 6HW 0208 554 1111	Emerald Cars 35 Goodmayes Rd, Ilford, Essex, IG3 9UH 0208 599 0041

Train Stations Closest to London Borough of Redbridge



Gants Hill Station: Underground. Lines accessible: Central Line.



Ilford: Over ground station.



Wanstead Park: Over ground station.



Wanstead Station: Underground. Lines accessible: Central Line.



Newbury Park Station: Underground. Lines accessible: Central Line.

Local Police Stations

Redbridge Metropolitan Police Service: 020 8551 4211

Contact Details for NHS Direct

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Citizens Advice Bureau

Redbridge Broadway Chambers, 1 Cranbrook Rd, Ilford, IG1 4DU - 0208 504 3247

Job Centres

Cranbrook Road 0208 514 2200






Balfour Road 0208 911 8948

Clements Lane 0845 604 4445

Information for London Borough of Newham

Restaurants and Cafes	Sindu Mahal 274 Barking Road London, E6 3BA 020 8471 6226 Category: Indian	Terry's Café 1 Albert Road Silvertown London E16 2DW 0207 476 0599	Eastern Eye Indian Restaurant 269 High Street London, E6 3PG 020 8470 8070 Category: Indian	Perfect Pizza 283 Barking Road Plaistow London E13 8EQ 0207 476 4776	Café Chaps 127 Plaistow Road London E15 3ET 0208 519 6669
Chemists	Catto Chemist's 388 High St North London E12 6RH 0208 472 1871	Shan Chemist's 453 Romford Road Forest Gate London E7 8AB 0208 534 1775	Medina Pharmacy Ltd 229 Plashet Road London E13 0QU 0208 552 2731	Weston Pharmacy 3 St Stephens Parade Green Street London E7 8LQ	Kingsway Chemists 290 Barking Road London E6 3BA 0208 552 9445
Schools/Colleges	Nelson School Napier Rd East Ham London, E6 2SE 0208 472 0642	Newham Sixth Form College Prince Regent Lane London, E13 8SG 0207 473 4110	Hartley School Hartley Ave East Ham London, E6 1NT 0208 472 2523	Plashet School Plashet Grove East Ham London, E6 1DG 0208 4712418	Langdon Comprehensive School Sussex Road, London, E6 2PS 0208 471 2411
Doctors/Dentists/Hospitals	The Walking Centre. 132 Upney Lane Barking IG11 9LX 0208 924 6262	East Ham Newham Family Dental Care 148 High St North. London, E6 2HT 020 8471 4000	East Ham Day Hospital Shrewsbury Road, London E7 8QR 0208 586 5100	Dr H S Patel 292a Barking Rd London, E6 3BA 0208 472 0669	The East End Medical Centre 61 Plashet Road London E13 0QA
Post Offices	Post Office & News 475 Barking Rd London E6 2LN 0208 552 1514	Post Office 444 Romford Rd London E7 8DF 0208 472 4937	A M P Post Office 369-371 Ripple Rd Barking IG11 9PN 0208 594 2429	Pier Parade Sub P.O 17 Pier Road London E16 2LH 0207 5409272	Katherine Road P.O 241 Katherine Road London E7 8PP 0208 472 1663
Local Cab Services	Green Gate Cars 136 Greengate Street London, E13 OAS 0208 552 9797	Alpine Cars 2A Castle Street, London E6 1PP 0208 472 1111	B & H Car Services 119 High Street, London E13 9HH 0208 472 0660	Docklands Car Services 578 Barking Road, London E13 9JU 0208 470 5678	Seven Fives Cars 2 Leytonstone Road Stratford E15 2RP 0208 555 5555

Train Stations Closest to London Borough of Newham

-  Woodgrange Park: Over ground station.
-  Wanstead Park: Over ground station.
-  Leytonstone High Road: Over ground station.
-  Upton Park: Underground. Lines accessible District and Hammersmith and City.
-  East Ham: Underground. Lines accessible District and Hammersmith and City.


Local Police Stations

-  **Newham: Metropolitan Police Service: 020 7474 1212**

Contact Details for NHS Direct

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Citizens Advice Bureau

-  **Newham: 7 Hatherley Gardens, London, E6 3EN - 08701 264030**

Job Centres

-  **East Ham Job Centre** **Tel: 0208 210 5753**
-  **Stratford Job Centre** **Tel: 0208 918 5200**
-  **Plaistow Job Centre** **Tel: 0207 506 4200**

Information for London Borough of Hackney

Restaurants and Cafes	Wick Café 28 Felstead St London E9 5LG 0208 533 7575	Len's Cafe Ridley Road London, E8 2NP. 020 7249 2778. Category: misc.	Ganges Tandoori 78 Dalston Lane London, E8 3AH 020 7923 3308 Category: Indian	Chez Calabesh Restaurant 27A Dalston Lane London, E8 3DF 0207249 2346 Category: Caribbean	Mogul Palace 247 Wick Road London E9 5DG 0208 986 2594
Chemists	Dev's Chemist 103A Dalston Lane. London, E8 1NH 0207 249 8060	Superdrugs Stores PLC 10-11 Dalston Cross Shopping Centre London E8 2LX 0207 249 2599	Boots Stores LTD 82-84 Kingsland High street. London, E8 2NS 0207 254 5067	J. Edmunds 47 Kingsland High street. London, E8 2JS 0207 254 0732	Silverfields Chemist's 141 Homerton High Street. London E9 6AS 0208 985 3654
Schools/Colleges	Kingsland Secondary School. Shacklewell lane. London, E8 2EY 0207 254 8722	Petchey Academy Shacklewell Lane London, E8 2EY 0207 275 1500	Shacklewell School Shacklewell Row London, E8 2EY 0207 254 1415	London Imperial College LTD 161 Lower Clapton Rd London, E5 8EQ 0207 986 6600	Kingsmead Primary School Kingsmead Way, Homerton London E9 5PP 0208 985 5779
Doctors/Dentists/Hospitals	D. Choudary (GP) Beechwood Road London E8 3DY 0207 254 2855	D Foreman & Faizollahi (Dentists) 18 Bradbury St London N16 8JN 0207 254 7322	G Mdingi (GP) 1A Madinah Rd London, E8 1PG 0207 275 0022	Dr Tibrewal S.P 136 Richmond Road london E8 3HN 0207 254 2298	Homerton University Hospital NHS Trust Foundation Homerton Row, London, E9 6SR 0208 510 5555
Post Offices	Dalston Lane Post Office. 244 Dalston Lane. London E8 1JG 0208 985 0387	Kingsland Rd Post Office 416 Kingsland Rd London E8 4AA 0207 254 0266	Green Lanes Sub Post Office 137 Green Lanes London N16 9DA 0207 226 9232	Well St. Post Office 188A Well Street. London E9 6QT 0207 985 2564	Hackney P.O 382 Mare Street Hackney E8 1HR 0208 985 4300
Local Cab Services	Dunlace Taxis 36 Tyssen Street, London E8 2ND 0207 254 7146	Mare Street Cars 155a Mare Street London E8 3RH 0208 525 9594	De Beauvoir Cars 376 Kingsland Road Hackney, London E8 4AA 0207 359 4444	London Minicab 2 Dalston Lane London E8 3DE 0207 249 8744	Station Cars Hackney Downs Railway Station, Dalston Lane E8 1LA 0208 986 9666

Train Stations Closest to London Borough of Hackney:



Dalston Kingsland: London Over ground.



Hackney Central: London Over ground.



Homerton: London Over ground.



Canonbury: London Over ground.



Stratford Station: Underground. Lines accessible: Central Line. Over ground journeys are also available

Local Police Stations



Hackney: Metropolitan Police Service: 020 8983 1212

Contact Details for NHS Direct

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Citizens Advice Bureau



Hackney: 491-493 Kingsland Road, Dalston, London, E8 4AU - 0870 126 4013

Job Centres



Dalston Lane 0207 241 7080



Kingsland Road 0207 739 0150







Mare St 0208 985 0233

Information for London Borough of Barking and Dagenham

Restaurants and Cafes	Raju Indian Restaurant 612 Longbridge Road Dagenham, RM8 2AJ 020 85978331 Category: Indian	Pizza Hut UK 339 Valence Avenue. Dagenham, RM8 3RA 020 8598 1414 Category: Pizzeria	Favourite Fried Chicken LTD. 20 Woodward Road Dagenham, RM8 4SH 020 85937100 Category: Misc.	Roy's Pie and Mash. 3 Station Parade Dagenham, RM9 5AW 020 85936322 Category: English	The Best Fry Fish Bar 19 Farr Avenue Barking Essex IG11 0NY 0208 594 7619
Chemists	David Lewis Chemist 16 Porters Avenue Dagenham RM8 2AQ 0208 592 1557	Hannigan Pharmacy 240 Bennetts Castle Lane Dagenham, RM 3UU 0208 592 1752	Hedgeman LTD Hedgemans Rd Dagenham, RM9 6BU 0208 592 1480	Alvin Rose Pharmacy 606 Longbridge Rd Dagenham, RM8 2AJ 0208 590 1480	AH Medical Supplies 128 Wilmington Gardens, Barking Essex IG11 9TU
Schools/Colleges	United College of Britain Waking Rd Barking IG11 8QN 0208 593 0095	Iford Preparatory School 785 High Rd Iford, IG3 8RW 0208 599 8822	Bells College 38 Goodmayes Rd Iford, IG3 9UR 0208 599 2211	Lincolns College Wood Lane Dagenham RM8 2AS 0208 517 9660	Eastbury Comprehensive School Dawson Avenue Barking IG11 9QQ 0208 270 4001
Doctors/Dentists/Hospitals	Chelsea Dental & Dermal Clinic 57 Markham St, Chelsea London, SWR 3NR 0207 795 1536	T Ghosh (GP) 284 Porters Ave. Dagenham RM8 2EQ 0208 592 2450	A Mittal (GP) 50 Markyate Road, Dagenham RM8 2LD 0208 592 2983	Ian Levitan & Associates (Dentists) 515A Gale St Dagenham RM9 4TP 0208 984 0487	Dr Haq Vicarage Lane Barking Essex IG11 7NR 0844 477 8661
Post Offices	Dagenham Post Office 27A Wood Lane Dagenham RM8 3NH 0208 592 1862	Woodward Road Sub Post Office 8 Woodward Rd. Dagenham RM9 4SH 0208 592 5147	Pakasia Traders Post Office 238 Bennetts Castle Lane Dagenham RM8 3UU 0208 595 7468	Wood Lane Post Office 72 Wood Lane Dagenham RM8 2NT 0208 592 3152	Thamesview P.O 1 Farr Avenue Barking Essex IG11 0NY 0208 594 8840
Local Cab Services	A J Station Cars 498 Gale Street Dagenham, RM9 4NU 0208 517 1111	Cherry Tree Cars Wood Lane, Dagenham RM8 3LJ 0208 709 0110	Apollo 44 Cars Porters Avenue Dagenham RM8 2EE 0208 984 7757	SAM Car Services 6 North Street Barking Essex IG11 8AW 0208 594 9395	Ripple Car 632 Ripple Road Barking Essex IG11 9PG 0208 594 2553

Train Stations Closest to London Borough of Barking & Dagenham

-  Chadwell Heath: Over ground.
-  Goodmayes: Over ground
-  Woodgrange Park: Over ground
-  Dagenham Dock Railway Station

Local Police Stations

-  **Barking and Dagenham Metropolitan Police Service: 020 8984 1212**




Contact Details for NHS Direct

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Citizens Advice Bureau

-  **Barking and Dagenham 55 Ripple Road, Barking IG11 7NT - 020 8594 6715**

Job Centres

-  **Cambridge Road 0208 594 3464**
-  **Marlborough Road 0208 592 0889**
-  **Waking Road 0208 591 4644**