



# North London Residents Welcome Pack

[www.finefair.com](http://www.finefair.com)

# Contents

---

👉 Welcome to Finefair.....	3
👉 Moving into your new home.....	3
👉 Contact Us.....	4
👉 Resident Care Charter.....	5
👉 Resident Guidelines.....	6
👉 Resident Helpline.....	8
👉 Maintenance Policy and Procedures.....	9
👉 Being Safe in Your New Home.....	10
👉 Paying your Rent.....	11
👉 Rent Changes.....	13
👉 Inspections.....	14
👉 Anti-Social Behaviour .....	15
👉 Moving Out.....	16
👉 Complaints Policy and Procedures.....	16
👉 Transfers.....	17
👉 Feedback Questionnaire.....	17
👉 Local Area Information Pack.....	18

## **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 Residents 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 to any relevant industry standards 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 Resident Care Team and the out of hour's 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.
- ✦ 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

**Online**            [www.finefair.com](http://www.finefair.com)


**Email:**            [info@finefair.com](mailto:info@finefair.com)

## Visiting Us

### Public Transport

 Newbury Park Central Line

 Ilford station Railway

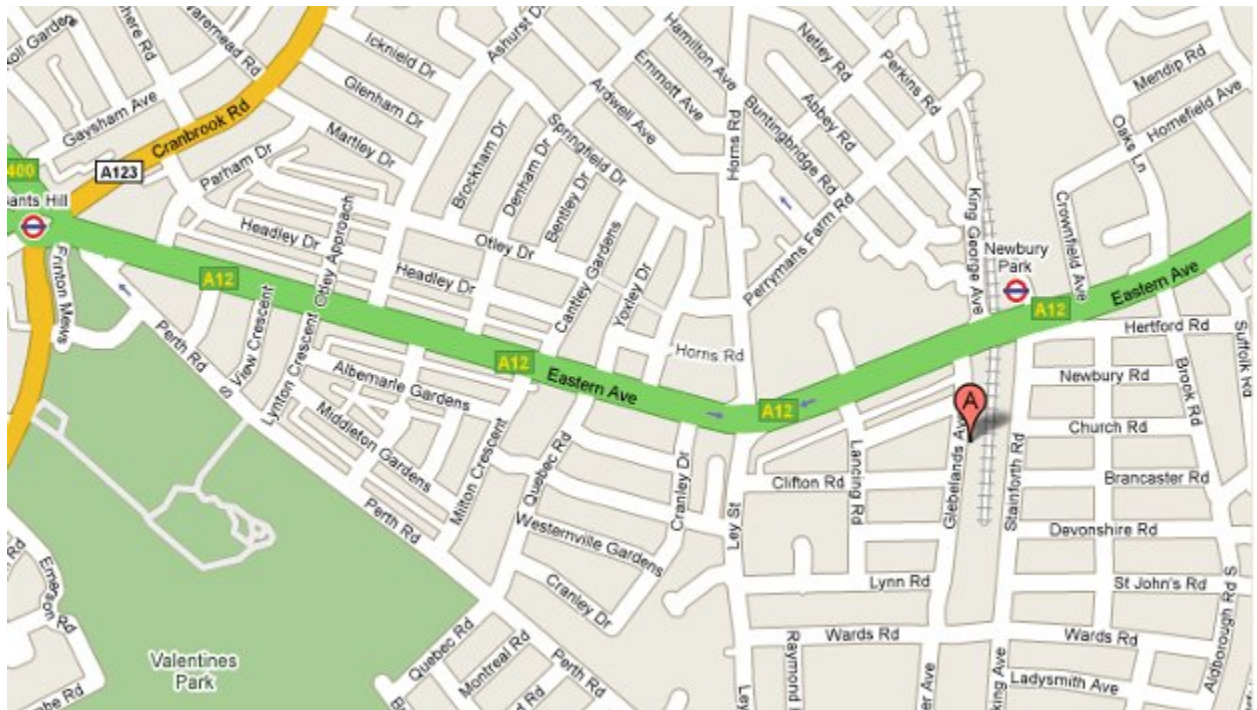
 Route 169      (Clayhall, The Glade – Barking, London Road)

 Route 66      (Romford Station – Leytonstone Station)

### 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.

## Resident Care Charter

Finefair Consultancy has adopted a Resident Care Charter for the well-being of our Residents:

- ✦ We understand the importance of privacy and will ensure the protection of the confidentiality of our Residents.
- ✦ We pride ourselves in providing Residents with well-kept facilities that comply with health, safety and hygiene requirements.
- ✦ We provide equality of access to our services, and take into account the ethnic origin, cultural background, religion, variety of languages, gender, sexuality and disabilities of our Residents. (Copies of our Equal Opportunities Policy are available on request or can be downloaded from our website - [www.finefair.com](http://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](http://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](http://www.finefair.com) )

## Resident 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, to 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 Residents. 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 Resident 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](http://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 - Resident 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:

**9.30am – 5:30pm Monday to Friday and 10.30am – 3:00pm Saturdays**

**Repairs Helpline - 020 8554 1009.**

**Or you can report it 24 hours a day online at [www.finefair.com](http://www.finefair.com)  
or email us at [repairs@finefair.com](mailto:repairs@finefair.com)**

Finefair also operates an 'Out of Hours' Emergency Helpline. This service is available to Residents in the case of an 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 Resident 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 THE FOLLOWING MAINTENANCE CHARTER FOR PRIORITY LEVELS FOR REPAIRS)**



## Maintenance Charter

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

## 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**  
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. 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:**  
[www.lbwf.gov.uk/do-it-online.htm](http://www.lbwf.gov.uk/do-it-online.htm)

Call: 020 8496 3000

**Hackney Council:**  
[www.hackneypayments.netstore.co.uk/paris/](http://www.hackneypayments.netstore.co.uk/paris/)

Call: 020 8356 3000

**Haringey Council:**  
<http://www.haringey.gov.uk/epaymentintro.htm>

Call: 0845 0701414

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

### **Hackney Council**

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

### **Haringey Council**

Haringey Payment Service, PO Box 55235, London, N22 9DF

## **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 Residents 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 we 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
- ✚ Fly posting and graffiti.

Residents 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 Residents found guilty of any of the 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 Residents. 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

## North London Borough's

**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



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

## Information for London Borough of Hackney

### 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

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

### Citizens Advice Bureau

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





### Job Centres

-  Dalston Lane                      Tel: 0207 241 7080
-  Kingsland Road                      Tel: 0207 739 0150
-  Mare St                                      Tel: 0208 985 0233

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

## Information for London Borough of Haringey

### Train Stations Closest to London Borough of Haringey

-  Crouch Hill Railway Station: Over ground.
-  Crouch Hill: Underground
-  Manor House: Underground – Piccadilly Line
-  Turnpike Lane: Underground – Piccadilly Line
-  Hornsey Rail: Over ground.
-  Seven Sisters: Underground – Victoria Line

### Local Police Stations





**Haringey Metropolitan Police Service: 0300 123 1212**



### Contact Details for NHS Direct

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

### Citizens Advice Bureau

-  **Hornsey:** Town Hall, The Broadway, N8 9JJ – 0844 826 9715
-  **Tottenham:** 551B High Road, Tottenham, N17 6SB – 0844 826 9715

### Job Centres






-  1 Western Road, N22 6UH      Tel: 020 8899 3200
-  640 High Road, N17 0AA      Tel: 020 8365 5214

<b>Restaurants and Cafes</b>	<b>O's Thai Café</b> 10 Topsfield Parade, Tottenham Lane London N8 8PP  020 8348 6898	<b>La Route Coffee</b> 10 Archway Close Archway London N19 3TD  020 7281 7314	<b>Pizza Hut</b> 42 Grand Parade, Green Lane Haringey, London N4 1AQ  020 8802 9626	<b>Nando's</b> 106 Stroud Green Rd, Stroud Green Haringey, London N4 3EN  020 7263 7447	<b>The Hideaway</b> 114 Junction Road London Haringey N19 5LB  020 7561 0779
<b>Chemists</b>	<b>ABC Pharmacy</b> 75 Stoke Newington Rd, London N16 8AD  0207 241 0486	<b>Boots</b> 137 High Road Wood Green N22 6BA  020 8881 0101	<b>Lord Chemists</b> 439 Lordship Lane London N22 5DJ  020 8888 1022	<b>Redwood Pharmacy</b> 116 Alexandra Park Rd London N10 2AH  020 8883 1596	<b>Superdrug Stores</b> 96-102 Fore Street London N18 2XA  020 8803 6673
<b>Schools/Colleges</b>	<b>Highgate Wood School</b> Montenotte Road London N8 8RN  020 8342 7970	<b>Lordship Lane Primary School</b> Ellenborough Road London, N22 5PS  020 888 6541	<b>Stroud Green Primary School</b> Woodstock Road, London, N4 3EX  020 7272 4539	<b>South Haringey Junior School</b> Mattison Road, London, N4 1BD  020 8340 2757	<b>Business College</b> Ebenezer House 726 Seven Sisters Rd, London, N15 5NH  020 8800 6621
<b>Doctors/Dentists/Hospitals</b>	<b>Whittington Hospital</b> St Marys Wing, Highgate Hill, London, N19 5NF  020 7272 3070	<b>NHS Haringey</b> St Anns Hospital St Anns Road London, N15 3TH  020 8442 6000	<b>Dr Haque GP</b> 26 Westbury Ave Wood Green, London, N22 6RS  020 8888 3227	<b>Alexandra Park Dental Practise</b> 263 Victoria Road, Wood Green, N22 7XH  020 8829 8555	<b>CR Shah Dentists</b> 307 Seven Sisters Rd, London N4 1QR  020 8800 2244
<b>Post Offices</b>	<b>Post Office Ltd</b> 509 Green Lanes, London N4 1AW  0845 722 3344	<b>Post Office Ltd</b> 614 Seven Sister Rd, London N15 6HT  020 8800 2462	<b>Post Office Ltd</b> 24 High Street Hornsey, London N8 7PB  020 8340 2434	<b>Post Office Ltd</b> 138 Stoke Newington High Street, London N16 7JN  0845 722 3344	<b>Post Office Ltd</b> 116 Ladbroke Grove, London, W10 5NE  020 7727 4749
<b>Local Cab Services</b>	<b>Crouch End Cars</b> 48 Topsfield Parade Haringey, London N8 8PT  020 8342 8282	<b>Arnos Grove Cars</b> 325 Bowes Road London N11 1BA  020 8361 6666	<b>Westbury Cars</b> 31 Westbury Gardens, N22 6BS  020 8889 0678	<b>Golden Cars</b> 357 Green Lanes, London N4 1DZ  020 8800 0044	<b>Green Car Service</b> 430 West Green Road, London N15 3PU  020 8374 0001



## Information for London Borough of Enfield

### Train Stations Closest to London Borough of Enfield

-  Cockfosters: Underground - Piccadilly Line
-  Oakwood: Underground – Piccadilly Line
-  Arnos Grove: Underground – Piccadilly Line
-  East Anglia: Over ground.
-  Southgate: Underground – Victoria Line

### Local Police Stations




**Enfield Metropolitan Police Service:** 0300 123 1212

### Contact Details for NHS Direct

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

### Citizens Advice Bureau

 **Enfield:** Unit 3, 5 Vincent House, 2E Nags Head Road, EN3 7FN




### Job Centres

 32-34 Dartmouth Road, SE23 3XU      Tel: 020 8899 3200

<b>Restaurants and Cafes</b>	<b>Bojo's</b> Culver Garden Centre, Cattlegate Road Enfield EN2 9DS 0208 363 1960	<b>The Round House Cafe</b> Chalk Farm Road, London, NW1 0870 389 9920	<b>Rossellinis</b> 7a Genotin Terrace Enfield, London, EN1 2AF 020 8363 4330	<b>Ordnance Cafe</b> 383 Ordnance Road, Enfield London EN3 6HH 01992 768 074	<b>Mogul Palace</b> 247 Canonbury Square London EN7 9DS 0208 986 2594
<b>Chemists</b>	<b>Boots</b> 30-32 Shopping Precint, Enfield EN2 6SN 020 8367 1211	<b>Co- Op Pharmacy</b> 66 Silver Street Enfield Middlesex EN1 3EP 020 8363 0823	<b>J Hayward</b> 10 Queen Anne's Place Enfield EN1 2PT 0208 360 2614	<b>Lamis Chemist's</b> 20 Bush Hill Parade Village Road, Enfield EN1 2HB 020 8360 2212	<b>Bella Donna Pharmacy</b> 940 Green Lane N21 2AD 020 8364 0250
<b>Schools/Colleges</b>	<b>Enfield County</b> Holly Walk Enfield EN2 020 8363 3030	<b>Chase Community School</b> 274 Baker Street Enfield EN1 3LD 020 8 363 7321	<b>St Georges Primary School</b> Gordon Road Enfield Middlesex EN2 0QA 0208 363 3729	<b>Chase Side School</b> Trinity Street Enfield Middlesex EN2 6NS 020 8363 1120	<b>St Anne High School</b> 50 London Road Enfield Middlesex EN2 6EL 020 8366 0514
<b>Doctors/Dentists/Hospitals</b>	<b>Willow House Surgery</b> 285 Willow Road Enfield EN1 3AZ 020 8363 0472	<b>Dr M Theivendra</b> 37 Cecil Road Enfield EN2 6TJ 0844 477 3716	<b>Dr W Whittaker</b> 70 Silver Street Enfield EN1 3EB 0844 477 8600	<b>Carlton House Surgery</b> 28 Tenniswood Road Enfield, EN1 3LL 020 8363 7575	<b>Chase Dental Practise</b> 8 Nunn's Road Enfield EN2 6JT 020 8363 6363
<b>Post Offices</b>	<b>Chase Side PO</b> Chase Side Enfield EN2 0QN 0208 366 7666	<b>Post Office Ltd</b> 27 Church Street Enfield EN2 6AQ 0845 722 3344	<b>Post Office Ltd</b> 159 Lancaster Road Gordon Hill EN2 0JN 0845 722 3344	<b>Post Office Ltd</b> 4 Queen Anne's Place Enfield EN1 2PT 020 8360 8562	<b>Lower Edmonton PO</b> 345 Hertford Road London, N9 7ET 020 8443 1653

## Information for London Borough of Islington

### Train Stations Closest to London Borough of Islington

-  Angel: Underground - Northern Line
-  Kings Cross: Underground – Piccadilly Line
-  Essex Road: Over ground.

### Local Police Stations



**Islington Metropolitan Police Service: 0300 123 1212**


### Contact Details for NHS Direct

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

### Citizens Advice Bureau

 **Islington:** 135 - 136 Upper Street, London, N1 1QP

### Job Centres

 174-178 Kentish Town Road, London NW5 2AG      020 7853 3142

<b>Restaurants and Cafes</b>	<b>Gallipoli Cafe</b> 102 Upper Street London N1 1QN 020 7359 0630	<b>Gallipoli Again Resteraunt</b> 120 Upper Street, London N1 1QP 020 7359 1578	<b>Caffe Alba</b> Queens Head St London N1 0870 777 0125	<b>L'Angelo</b> 22 Pentonville Road London N1 9HF 020 7837 0947	<b>Thai Buffet</b> 13 Islington High Street London N1 9LQ 020 7837 7767
<b>Chemists</b>	<b>Boots</b> 35-37 Islington High Street London N1 9LJ 020 7837 3430	<b>Superdrug Stores PLC</b> 54-55 Chapel Market London N1 9EW 020 7837 2979	<b>Endo Chemist Doz</b> 70 Chapel Market London EC1R 1UR 020 7 837 1430	<b>WC &amp; K King</b> 35 Amwell Street London EC1R 1UR 020 7837 3439	<b>Douglas Pharmacy</b> 18 Copenhagen Street London N1 0JD 020 7837 6861
<b>Schools/Colleges</b>	<b>Anderson School</b> Risinghill Street London N1 9QB 0207 837 0739	<b>St John Evangelist</b> Duncan Street London N1 8BL 020 7226 1314	<b>Victoria Primary School</b> Half Moon Crescent London N1 0207837 6063	<b>The Gower School</b> 10 Cynthia Street London N1 9JF 020 7700 2445	<b>Islington College</b> 283-309 Goswell Road London EC1V 7LA 020 7278 2101
<b>Doctors/Dentists/Hospitals</b>	<b>Dr L Speight</b> 34 Ritchie Street London N1 0DG 020 7387 1663	<b>The Armwell Practise</b> 4 Naroji Street London WC1Z OGB 020 7837 2020	<b>Leigh Hunt</b> 66 Upper Street London N1 0NY 020 7226 0849	<b>Smile Studio</b> 360-364 City Road Angel Islington EC1V 2PY	<b>St Bartholomews</b> West Smithfield London EC1A 7BE 020 7377 7000
<b>Post Offices</b>	<b>Goswell Rd PO</b> 151 Goswell Road London EC1V 7ET 0845 722 3344	<b>Post Office Ltd</b> 81-89 Farringdon Road London EC1M 3LL 0845 722 3344	<b>Kings Cross PO</b> 17-21 Euston Road London NW1 2RY 0207 278 4144	<b>Mount Pleasant Post Office</b> Roseberry Avenue London EC1R 020 7837 6525	<b>Interpost Box</b> 56 Tavistock Road London WC1H 9RG 020 7 278 4846

