



Useful Contacts

Helpful numbers you will want to keep close at hand

Out of hours emergency service

Freephone: 0800 376 1637

EastendHomes has entered into a contract with a specialist provider for this service. The service is available between 5.00pm and 9.00am weekdays and all day on Saturday, Sundays and Bank Holidays.

This service is to cover emergencies only.

In most instances, the service will “make safe” any emergency repair and contact EastendHomes on the next working day to arrange a full repair.

Bulk Rubbish Collection:

Don't dump it – use this **FREE** service to dispose of your bulk rubbish.

Tel: 020 7364 5004

Email: www.towerhamlets.gov.uk/recycling

The council offers free collection service for bulk rubbish. Each household can call the Council 2 times a year and up to 5 items can be collected per visit.

There is a charge for further collections.

If you are registered disabled or a senior citizen, all your collections will be free.

Police Safer Neighbourhood Teams:

| | |
|---|---------------|
| BLACKWALL SNT (Island Gardens) | 020 8721 2877 |
| MILE END EAST SNT (Mile End estates) | 020 8721 2848 |
| MILLWALL SNT (West Ferry Estate) | 020 8721 2850 |
| SHADWELL SNT (Glamis Estate) | 020 8649 3524 |
| SPITALFIELDS SNT (Holland Estate) | 020 8721 2042 |
| St. KATHERINES & WAPPING (St. Georges) | 020 8721 2854 |

All of our housing centres are open Mon-Fri, 9am-4.30pm, unless stated, with telephone lines open to 5pm

Island Gardens Housing Centre

137 Manchester Road
London E14 3DN

Tel: 020 7538 2340

Fax: 020 7537 0512

Email: islandgardens@eastendhomes.net

Mile End Housing Centre

38 Wager St
London E3 4JE

Tel: 020 8880 7055

Fax: 020 8880 7810

Email: mileend@eastendhomes.net

Holland Estate Housing Office

35 Commercial Street, London, E1 6BD

Tel: 020 7456 6700

Fax: 020 7456 6737

Email: holland@eastendhomes.net

St. George's Housing Centre *incorporating Glamis*

61a Swedenborg Gardens
London E1 8HP

Tel: 020 7680 8640 *or*

Freephone: 0800 028 1587

Fax: 020 7680 8641

Email:

stgeorges&glamis@eastendhomes.net

Glamis Housing Centre

Counter service 10am-12pm Tues & Fri

Roslin House (Cable St entrance),

Brodlove Lane, London E1W 3EL

Freephone: 0800 028 1587

Head Office

Telephone service

1st Floor Tayside House

31 Pepper St

London E14 9RP

Tel: 020 7517 4700

Fax: 020 7515 0218

Contacting the Police:

Any of the Metropolitan Police stations in Tower Hamlets can be contacted on **0300 123 1212**.

Your local police stations can also be visited at the addresses below:

Bethnal Green

12 Victoria Park Square
London
E2 9NZ
Open 24 hours a day

Bow Police Station

111-117 Bow Road
1a-b Addington Road
London
E3 2AN
Open 8.30am to 1pm, 2pm to 4.30pm
Monday to Friday

Brick Lane

25 Brick Lane
London
E1 6PU
Open Mon-Fri 11am to 7pm, except
Tues & Thurs 11am to 10pm. Sat-Sun
open 8am to 4pm.

Limehouse

29 West India Dock Road
London
E14 8EZ
Open 24 hours a day

Isle of Dogs

160-174 Manchester Road
London
E14 3BN
Open Mon-Fri 12pm to 8pm

Crimestoppers: 0800 555 111

Local Hospitals:

Royal London Hospital: 020 7377 7000

Newham General Hospital: 0207 476 4000

Homerton Hospital: 0208 510 5555

Whitechapel Walk-in Centre: 0207 943 1333

NHS Direct

This 24 hour nurse-led telephone service, run by the NHS, provides information on the diagnosis and treatment of common conditions.

Tel: 0845 46 47

Website: www.nhsdirect.nhs.uk

Find-a-doc: 020 7364 5016

Giving Blood: 08457 711 711

Citizens Advice Bureau

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations nationwide.

The office for Tower Hamlets is

Tower Hamlets Citizens Advice Bureau

Unit 32
Greatorex Street
LONDON
E1 5NP
Tel: 0207 7247 1050

Website: www.eastendcab.org.uk

Utilities Companies:

National Grid Gas Emergency Service: 0800 111 999

Thames Water: 0845 9200 800

EDF Energy: 0800 015 1736

Pest Control

EastendHomes have entered into a contract with London Borough of Tower Hamlets Environmental Health section to treat our properties for pests such as insects or rodents.

To book an appointment or to seek further information, please contact the Council's Environmental Health section on: **020 7364 5007**

Other Useful Contacts

London Borough of Tower Hamlets (LBTH): 020 7364 5000

LBTH Noise Nuisance Office Hours: 020 7364 5007

LBTH Anti-Social Behaviour (24 hours): 0800 917 5918

Environment Agency: 08708 506 506

ISTM: 0870 037 7313

LBTH Estate Parking: 020 7364 5003

Alcoholics Anonymous: 0845 769 7555

Relate – relationship support: 0300 100 1234

Samaritans: 08457 90 90 90

National Domestic Violence Line: 0808 2000 247

Shelter: 0808 800 44 44

Consumer Credit Counselling Service: 0800 138 1111

National Debt Help Line: 0808 808 4000

Other Formats – meeting your needs

If you ask, we can provide copies of this document in a range of formats including:

- in community languages (including Bengali and Somali)
- in Braille
- in large print
- on audio tape or CD

To ask for a different format, please contact your Local Housing Centre.

