



Language Options and translations

Copies of this document can be made available, on request, in a range of formats including:

Translation (including Bengali, Somali and other community languages)

- Braille
- Large Print
- Audio Tape

To request a different format, please contact your local housing Centre.

Our services are confidential, free and available to everyone.



How to contact us:

Mile End Housing Centre

38 Wager Street, E3 4JE
Email: mileend@eastendhomes.net
Tel: 0208 880 7055
Fax: 0208 880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road, E14 3DN
Email: islandgardens@eastendhomes.net
Tel: 0207 538 2340
Fax: 0207 537 0512

St Georges Housing Centre

Shearsmith House, Hindmarsh Close,
E1 8HT
Email: emailstgeorges@eastendhomes.net
Tel: 0207 481 4110
Fax: 0207 481 4082

Holland Housing Centre

35 Commercial Street E1 6BD
Email: Holland@eastendhomes.net
Tel: 0207 456 6700
Fax: 0207 456 6731

Glamis Housing Centre

Ground Floor, Roslin House,
Brodlove Lane, E1 9EL
Email: glamis@eastendhomes.net
Tel: 0207 791 7947

Other Leaflets available include:

- Rents
- Repairs
- Customer care
- Estate Services
- Anti-Social Behaviour
- Lettings Service

Domestic Violence



What is domestic violence?

Domestic violence is unacceptable, criminal violence against (in most cases) women by a partner. 1 in 4 women experience domestic violence in their lifetime*

All backgrounds, ages and cultures can be affected. Domestic violence can be physical, sexual, psychological, financial, or a combination of these.

Domestic Violence is a Crime

It is not your fault if you suffer domestic violence. You can't make someone hit you- its their choice and only they are responsible.

EEH will work with the police and other agencies to offer you protection and to make your own home safe, or find you safe accommodation.

If you are suffering Domestic violence

If you or someone you know are suffering domestic violence and is a EEH resident, please get in contact with us – we can help you.



What happens if you contact EEH about Domestic violence?

If you contact us about a case of domestic violence, we will:

- Offer a private interview with a housing officer. No appointment is necessary at our offices, although you may have to wait until an interview room is available so that you can speak to someone in private. We will meet you within 24 hours, at our offices or your home, to advise you on:
 - ⇒ housing options
 - ⇒ security measures
 - ⇒ police involvement and
 - ⇒ provide you with further help and support

How can we help you?

We will:

- ◆ Provide you with advice and refer you to specialist organisation who can help (including providing you with telephone numbers or email addresses)
- ◆ Give you advice on emergency accommodation
- ◆ Liase with the local authority to award extra priority to applicants on the Common Housing register who suffer domestic violence;

Information, Equality and Confidentiality

Eastendhomes will:

- ◆ Keep you involved and informed of any action we take
- ◆ Offer fair treatment to all in accordance with our equality and diversity policy.
- ◆ Keep all reported cases of domestic violence confidential

EEH is committed to treating all reported cases of domestic violence quickly and sensitively.

For more information

National Domestic Violence Help Line (24hr)	0808 2000 247
NSPCC Child Protection Helpline	0808 800 5000
Shelterline	0808 800 4444
Victim Supportline	0845 30 30 900
Police Community Safety Unit	020 7275 4757
Street Matters! For Young Women	020 7791 9600
Tower Hamlets Women's Aid	07000 782 539
Tower Hamlets Victim Support (9:30-5:00pm)	020 8983 5454
Tower Hamlets Asian Women's Aid	020 7790 9955
Haven (Rape & Sexual Assault)	020 7247 4787
Mens Advice Line	0808 801 0327
Broken Rainbow	0845 260 4460
Rights of Women (Legal Advice)	020 7251 6577
Women's Trust	020 8522 7856
Isis (Women's Drug Service)	020 7426 0399
Tower Hamlets Council Services	
Homeless & Advice Service	020 7364 7474
Children's Social Care Team	
Advice and Assessment Team (E3 and E14)	020 7364 5606
Advice and Assessment Team (E1 and E2)	020 7364 3859
Council Out of Hours Services	020 7364 4079
Samaritans	08457 909 090

Remember Domestic Violence is a crime. Always phone 999 in an emergency.

Domestic violence can also be committed by women against male partners and can take place in gay and lesbian relationships.

If you want to talk to someone at EEH in confidence, please contact your local housing centre.