

TOWER HAMLETS INFO SHEET



YOUR LANDLORD

Swan Housing Group

London Regional Office
Cygnet House South
10 Chrisp Street, Poplar, E14 6LL
Tel. 020 7510 9960 www.swan.org.uk

COUNCIL

Tower Hamlets Borough Council

Town Hall, Mulberry Place, 5 Clove Crescent, London E14 2BG
General Enquiries: 020 7364 5020

YOUR ENVIRONMENT

Abandoned cars - Tel: 020 7364 1362

Environmental health – Tel: 020 7364 5008

Pest & noise nuisance - Tel: 020 7364 5007

Streetline - Tel: 020 7364 5004

Bulk rubbish collections -Tel: **020 7364 3364**.

The council offers a free collection service for bulk items. Each household can call on this service twice per year, with up to five items per collection.

Council waste tips

Northumberland Wharf, Yabsley Street, E14
Tel: 020 7538 4526

General enquiries: 0207 364 5020 -

In an emergency or out of hours situation, contact out-of-hours emergency service on 020 7364 7000

UTILITIES

Anglian Water General Enquiries

Tel: 08457 145 145

Thames Valley

Tel: 0845 9200 800

British Gas General Enquiries

Tel: 0845 600 6113

To find out your gas supplier ring: 0870 6081524

To find out your electricity supplier ring: 0845 6000102

TRAVEL AND LOCAL TRANSPORT

National Rail train times/enquiries

Tel: 0845 7 48 49 50.

London Underground, Docklands Light Railway and Tramlink train times

Tel: London Travel Information 020 7222 1234.

MEMBERS OF PARLIAMENT

Bethnal Green and Bow Constituency

George Galloway MP (Respect)
49 Hanbury Street, London E1 5JR
Tel: 020 7219 6940/2874

Poplar and Canning Town Constituency

Jim Fitzpatrick MP (Labour)
House of Commons, Westminster, SW1A 0AA
Tel: 020 7219 5085

Local Councillors

To make an appointment to speak with a councillor

Members services :Tel: 020 7364 4781/4207/4558

ADVICE AND BENEFITS

Housing benefits

Benefits enquiries and general advice - Tel: 0207 364 5001

Council tax

Advice & information on council tax and rates, or for 24 hour payment – Tel: 0207 364 5002

One Stop Shops deal with all general enquiries regarding Council services as well as translation and interpreting facilities on all Council-related matters.

Bethnal Green -255-279, Cambridge Heath Road, E2

Tel: 020 7364 3696

Bow & North Poplar – 1 Ewart Place, Gladstone Place, E3

Tel: 020 7364 5516

Isle of Dogs and South Poplar - Jack Dash House

2 Lawn House Close, Marsh Wall, E14

Tel: 020 7364 6111

Stepney and Wapping - Cheviot House,

227-233 Commercial Road, London, E1

Tel: 020 7364 2714

Tower Hamlets Housing Advice Service

Free, confidential and independent housing advice to housing association tenants. Interviews by appointment only.

Bethnal Green Team (E1, E2, E3)

255 - 279, Cambridge Heath Road, London, E2 0HQ

Tel: 020 7364 3558

Phone enquiries Mon-Fri 9am-5pm.

Millharbour Team (E14)

Block B, 3, Millharbour, London, E14 9XP.

Tel: 020 7364 7059/7331

Phone enquiries Mon-Fri 9am-5pm.

Citizen's advice bureau - Tower Hamlets East

86, Bow Road, London, E3 – Tel: 0870 126 4014

Citizen's advice bureau – Whitechapel

32, Greatorex Street, London, E1 – Tel: 0870 126 4014

www.adviceguide.org.uk

Department of Social Security - City East

60, Commercial Road, London, UK, E1 1LJ.

020 7301 8200

Job centre - Isle of Dogs Snowdon House Meridan Gate,

Marsh Wall, London, E14 – Tel: 020 7506 4000

Job centre – Poplar 13, Burdett Road, London, E14

Tel: 020 7506 4300

Job centre - Settles Street 13-29, Settles Street, London,

E1 – Tel: 020 7301 6700

To make a new claim for benefits

Tel: 0800 055 6688

The Social Care Team - Tel: 020 7364 3838

Monday to Friday, 8am to 8pm.

Social Services in-house Interpreting and translation service in Bengali/Sylheti/Hindi/Urdu and Somali

Domestic Violence helpline - 0808 2000247

Electoral registration – Tel: 020 7364 3756

Births, Deaths and Marriages

Tower Hamlets register office

Bromley Public Hall, Bow Road, E3 – Tel: 020 7364 7880

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EDUCATION AND CAREERS

Children's Information Service (CIS)

Provides free advice on the full range of early education, childcare and children's services in Tower Hamlets
Tel: 020 7364 6495

Tower Hamlets Early Years Service

For information on early years/foundation stage education and children's centres Tel: 020 7364 4142

School Admissions

For Admissions and school travel pass applications

Tower Hamlets Pupil Services

3rd Floor, Town Hall, Mulberry Place, 5 Clove Crescent
London, E14 2BG
Tel: 020 7364 4301/4307/4308

Youth Information and Advice

Connexions for young people aged 13 to 19.
150A Burdett Road, Mile End Park, London, E3 4JT
Tel: 020 8880 6190

Adult and community Education

Lifelong Learning Service
Shadwell Centre, 455 The Highway, London E1W 3HP
Tel: 020 7364 5665
www.learningladder.co.uk.

Tower Hamlets College - Poplar Centre, Poplar High Street,
London, UK, E14 0AF
Tel: 020 7538 5888/Advice line 020 7510 7777
www.tower.ac.uk

CINEMAS

Genesis Entertainment Ltd

93-95 Mile End Rd, London, E1 - Tel. 020 77802000

Cineworld

No. 1 Warehouse, Hertsmere Rd, London, E14 4AL
Tel. 0871 220 8000

LIBRARIES

www.ideastore.co.uk

Tel: 020 766 4332

HEALTH – INFORMATION SERVICES

NHS Direct 0845 4647 - www.nhsdirect.nhs.uk

Confidential health advice and information 24-hours a day

Find-a-doc service - Tel: 020 8223 8455/8220

Health –Treatment

Walk-In Centres

Access to healthcare advice and treatment for minor injuries and illnesses. Open 7 days a week – no appointment necessary

Hackney NHS Walk-In Centre

Homerton University Hospital, Homerton Row, London, E9 6SR
- Tel: 020 8510 5342

Leytonstone NHS Walk-In Centre

Whipps Cross Hospital, Whipps Cross Road, London, E11 1NR
-Tel: 020-8539 5522

Newham NHS Walk-In Centre

Glen Road, London, E13 8SH - Tel: 020 7363 9200

Whitechapel NHS Walk-In Centre

174 Whitechapel Road, London, E1 1BZ
Tel: 020 7943 1333

Accident and Emergency

The Royal London Hospital

Whitechapel, London, E1 1BB - Tel: 020 7377 7000

Newham General Hospital

Glen Road, London, E13 8SL - Tel: 020 7476 4000

Homerton University Hospital

Homerton Row, London, E9 6SR - Tel: 020 8510 5555

POLICE AND COMMUNITY SAFETY

Bethnal Green Police Station

12 Victoria Park Square, London, E2 9NZ
Tel: 020 7515 1212

Bow Road Police Station

111 Bow Road, London, E3 2AN
Tel: 020 7515 1212

Brick Lane Police Station

23-25 Brick Lane, London, E1 6PU
Tel: 020 7275 4715

Isle of Dogs Police Station

160-174 Manchester Road, E14 9HW
Tel: 020 7515 1212

Limehouse Police Station

29 West India Dock Road, Limehouse, E14 8EZ
Tel: 020 7515 1212

Poplar Police Station

2 Market Way, London, E14 8ET
Tel: 020 7515 1212

Police Community Safety Unit

Investigation of "hate crimes"
Isle of Dogs Police Station - Tel: 0207 275 4266

LBTH Racial Harassment team - 0207 364 6252

Antisocial Behaviour Control Unit - Tel: 020 7364 6252

Bethnal Green Tel: 020 7364 6259

Bow & North Poplar Tel: 020 7364 6235

Isle of Dogs & South poplar Tel: 020 7364 6327

Stepney & Wapping Tel: 0207 364 6326

Safer Neighbourhood Teams

Bethnal Green South - 020 8721 2850

Blackwell & Cubitt Town – 020 8721 2877

Bow East – 020 8721 2808

Bow west - 020 8649 3521

Bromley by Bow – 020 8721 2041

East India & Lansbury – 020 8721 2806

Mile End East - 020 8721 2848

Millwall - 020 8721 2850

Shadwell - 020 8649 3524

Weavers – 020 8721 2043

Whitechapel - 020 8649 3520

This information can be made available in large text, audio tape and/or different languages