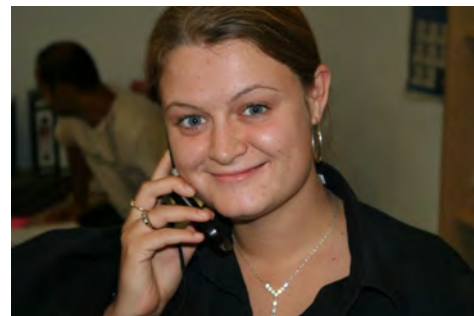
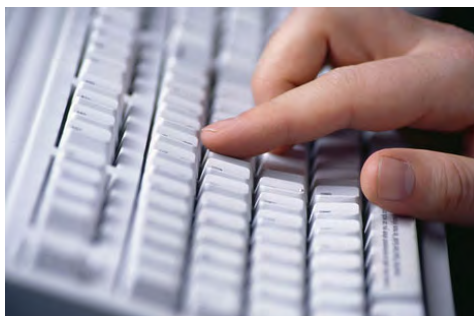


Useful Contacts



Helpful numbers you will want to keep close at hand.



Out of hours emergency service

Freephone 0800 376 1637

THCH have entered into a contract with the Council to provide this service. The service is available between 5:00pm and 9:00am weekdays and all day on Saturday, Sunday and Bank Holidays.

This service is to cover emergencies only.

In most instances, the service will 'make safe' any emergency repair and contact the Community Housing Office the following day and arrange a full repair.

Community Protection Unit - 0870 034 7333

THCH Estates are patrolled by ISTM, our parking control contractor. Patrols start at 6:00pm every day of the week.

You will see ISTM patrol our Estates regularly.

If you have problems, please contact your Community Housing Office.

Bulk Rubbish Collection

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

Telephone 020 7364 5004

Email www.towerhamlets.gov.uk/recycling

The Council offers a 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.

THCH Offices

Head Office

285 Commercial Road
Stepney
London E1 2PS

Tel: 020 7780 3070

Fax: 020 7780 9739

Bethnal Green Community Housing Office

Unit 4, 1 Teesdale Street
London E2 6GF

Tel: 020 7749 9830

Fax: 020 7613 1432

Shadwell & Wapping Community Housing Office

54 Bigland Street
London E1 2ND

Tel: 020 7791 9790

Fax: 020 7791 0861

Spitalfields Community Housing Office

47 Hobsons Place
Woodseer Street
London E1 5HH

Tel: 020 7655 0380

Fax: 020 7247 9337

Email: thch@thch.org.uk

Web: www.thch.org.uk

Contacting the Police

The Metropolitan Police in Tower Hamlets can be contacted on 020 7515 1212.

Your local Police Stations can be contacted on the numbers below:

Bethnal Green

12 Victoria Park Square
London
E2 9NZ

Open 24 hours a day

Tel: 020 8983 1212

Brick Lane

25 Brick Lane
London
E1 6PU

Open Sunday to Friday 10am - 6pm

Tel: 020 7790 1212

Limehouse

29 West India Dock Road
London
E14 8EZ

Open 24 hours a day

Tel: 020 7515 1212

Crimestoppers

0800 555 111

Safer Neighbourhood Teams

Safer Neighbourhood Teams operate in every ward in Tower Hamlets, providing dedicated community policing. The teams operating in THCH wards are:

Bethnal Green North	020 8721 2851
Bethnal Green South	020 8721 2849
Shadwell	020 8649 3524
St Katherine's & Wapping	020 8721 2854
Spitalfields & Banglatown	020 8721 2042
Weavers	020 8721 2043
Whitechapel	020 8649 3520

Local Hospitals

Royal London Hospital	020 7377 7000
Newham General Hospital	020 7476 4000
Homerton Hospital	020 8510 5555

NHS Direct

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

Tel: 0845 46 47

Email: www.nhsdirect.nhs.uk

Find-a-Doc

8223 8455

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 Bureau for Tower Hamlets is:

32 Greatorex Street
London
E1 5NP

Open Monday to Friday 10am - 3pm

Tel: 0870 126 4014

Fax: 020 7375 2256

Utilities Companies

Transco Gas Emergency Service	0800 111 999
Thames Water	0845 9200 800
EDF Energy	0800 0280 247
Environmental Agency	0800 807 060

Pest Control

The Council's Pest Control Team can offer advice to residents on how to get rid of pests such as insects or rodents. The team may also provide treatments - some of which are free for residents.

To book an appointment or to seek further information, please contact the Council's Environmental Health Department on:

Tel: 020 7364 5000

Other useful contact numbers

LBTH	020 7364 5000
Noise Nuisance	020 7364 7070
Alcoholics Anonymous	08457 697 555
Relate - relationship support	0845 130 4010
Samaritans	08457 90 90 90
National Domestic Violence Line	0808 2000 247
Shelter	0808 800 44 44
Consumer Credit Councillng	0800 138 111
National Debt Helpline	0808 808 4000

This leaflet is available in English and can be requested in Bengali, Somali, Braille, Large Print and on Audio Tape via your Community Housing Office

Buug-yarahaan waxaa lagu hela af Ingiriis waxaana ku soo dalban kartaa Soomaali, farta indhoolaha Braille, Daabacad far Waa-weyn ama Cajal Maqal adigoo la xiriiraayo Xafiiskaaga Jaaliyadda Guriyeynta.

এই প্রচারপত্র ইংরেজী ভাষায় পাওয়া যায় ও আপনার কমিউনিটি হাউজিং অফিসের মাধ্যমে এটা বাংলা, ব্রহ্ম (অন্ধ লিখন), বড়ো ছাপার অক্ষর ও অডিও টেপে পাওয়ার জন্যে অনুরোধ করা যায়