

***Homesdale (Woodford Baptist Homes) Ltd.***



***Sheltered Housing Handbook.***



Large font version available on request.

**Homesdale (Woodford Baptist Homes) Ltd would like to welcome you to your new home. We hope you will be very happy here and make full use of the facilities and activities.**

## **1. INTRODUCTION AND HISTORY**

Homesdale (Woodford Baptist Homes) Limited was established in 1947 by the Minister of Woodford Baptist Church, the Rev. Herbert Hunter to care for the elderly in the Church and local community.

Initially Homesdale consisted of a Residential Care Home, but in the 1970's the idea was conceived that Sheltered Housing could be offered for those retired people who were more independent. In 1982, helped by grant from the Housing Corporation, Hunter Court was completed. Four years later and a further grant and Mountier Court was finished.

Homesdale now consists of 18 beds in the Residential Care Home and 70 Sheltered Housing flats across Hunter and Mountier Courts.

Homesdale (Woodford Baptist Homes) Limited is registered with the Homes and Communities Agency No. LH2021 and is a registered society under the Cooperative and Community Benefit Societies Act 2014 No. 13406R and with HMRC as an Exempt Charity Ref. No. X76757

## **2. OUR ORGANISATION**

Homesdale is governed by a Management Committee, which carries ultimate responsibility for Homesdale's affairs. These individuals are all volunteers who give their time freely as Homesdale is a non profit making Charity with no facility to pay Directors or Shareholders.

The Committee comprises of members of local Churches or individuals who have a connections with local Churches.

The Committee has a wide variety of skills including finance, human resources, law, nursing and building and construction.

Each year the Committee reviews the skills of its members and identifies training requirements and recruitment needs.

An up to date list of all the Committee members is shown on the notice boards in Hunter and Moutier Courts. If you wish to contact a member of the Committee please pass on your details or a letter to the Hunter Court office where it will be forwarded for you.

## **OUR STAFF**

All staff are based at the Homesdale Complex. The Housing Officer's and Warden's offices are both situated in Moutier Court.

There is also an onsite Maintenance Officer who looks after the Complex and gardens.

## **CONTACT DETAILS**

Warden	020 8989 0847 option 2
Housing Officer	020 8989 0847 option 5

### **3. STATEMENTS AND AIMS**

#### **SHELTERED HOUSING SERVICE STATEMENT**

In a Christian environment:-

- Provide a caring, competent, efficient and innovative management for the association's housing stock tenants and staff.
- Provide and maintain quality affordable housing for older people and people in need.
- Provide 24 hour emergency reassurance by way of a monitored emergency alarm system, facilitated by the Warden team, LB Redbridge Control Centre and LB Redbridge Visiting & Response Team.
- Provide reassurance and support through a comprehensive Warden team on site 7 days a week.
- Provide a home for older people where services can be facilitated in order to allow tenants to remain in their own homes for longer.
- To work closely with social service professionals and health care providers with the ultimate goals of enhancing the quality of life for our tenants.
- Provide housing and a support service for tenants in Sheltered Housing where individuals have a real say in the process of providing support services
- Within acceptable levels of 'risk', preserve the dignity and self determination of all tenants.

#### **4. WARDENS** (often referred to as 'Scheme Manager')

The Warden's office is situated on the ground floor of Mountier Court, just inside the main entrance. If you live in Hunter Court you can use your key fob to enter Mountier Court.

The name of the Warden on duty and the times they are working is displayed on the 'TODAY' noticeboard each week.

Homesdale has a number of Warden's to ensure you receive the service 7 days a week

What does the Warden do?

- Provides background support without interference
- Respects your privacy and dignity
- Calls each tenant daily
- Will be your first port of call for any issues
- Will provide a friendly environment for you to live in and honour confidentiality in dealing with your matters
- Liaises with family, doctors, social services and other professionals
- Will respond to emergencies by calling the emergency services as and when necessary and notifying your relatives or relevant person you have listed on your records
- Inform tenants of local facilities and alternative sources of help and support to respond to your changing needs to help you live in your home as long as possible
- Encourage involvement of relatives
- Records repairs in Maintenance Log
- Will be responsible for the safety of tenants
- Will encourage social activities and events in the Complex
- Will maintain accurate records, requests and complaints relating to the scheme

The Warden does not

- Provide, medical, domestic, or nursing care
- Dispense drugs or medication or collect prescriptions  
Please refer to Section 5 Extra Care if help may be needed in these above areas
- Take responsibility for your valuables or securing your home
- Handle your money

It is important that you

- Tell the Warden the names and contact details of your nearest relatives, friends and doctor in case they need to be contacted in an emergency

- Tell the Warden if you are going to be away overnight in case there is an emergency at the Complex

## **INFORMATION**

To allow the Association to provide you with a comprehensive support service it is necessary to hold certain information about you. This includes details of your emergency contacts, medical conditions and medication. This information is shared with the Control Centre so a full service can also be provided out of hours.

If any of your details change tell the Warden as soon as you can, this will ensure our records are up to date.

Staff will also note significant contact with you, incidents and other information as appropriate.

## **MORNING CALL**

To ensure you are well, a call is usually made to each tenant in the morning. Should you have any concerns please raise them with the Warden during the call.

If you are going out very early, or are away from the Complex overnight please let the Warden know.

## **MISSING PERSONS POLICY**

If you do not respond to the call the Warden will enter your flat to check on your well being. If you are not there the Warden will telephone your contacts to try to ascertain your whereabouts. The Warden will check CCTV and periodically check back to your flat.

If after 4 hours neither your contacts or the Association have heard from you, the Association will call your contact and advise them to inform the Police.

## **5. EXTRA CARE**

There are a number of additional services that can be provided to help you maintain your independence in your flat.

These include daily tasks, such as shopping, laundry and cleaning, and escorting to appointments. Homesdale can also help with personal care, which would be personalised to meet individual needs.

Help can also be given with medication, collection of prescriptions, and administering or supervision of medication.

Homesdale (WBH) Ltd is registered as a Domiciliary Care Agency. All staff are qualified to NVQ 2/3.

If you feel you may need help in these areas contact the Domiciliary Care Manager who will be able to discuss the support you need and how this can be achieved.

## **MEALS**

Homesdale Residential Care offers a meal service to Sheltered Housing. You can have a midday meal either in your flat or join others in Hunter Court lounge . The Warden can give you further details of this service.

## **6. THE ALARM SYSTEM**

The pullcord in your flat activates the alarm system and should be used in an emergency.

When the Warden is on duty you can use the alarm system to contact the Warden about any concern or problem you may have. However, once the Warden has gone off duty, the call system should be used for emergency contact only. If it can wait until the next morning, speak to the Warden during your morning call.

Whoever answers your call will take the appropriate action required at the time to deal with the problem.

The Warden or emergency support will be able to hear you and speak to you over the system.

You can request a pendant alarm, which is worn round your neck. If you feel you need this speak to the Warden.

Please do not tie up or knot the pullcord.

## **OUT OF HOURS ALARM SYSTEM**

When the Warden is not on duty and you need help your call will be directed to our Control Centre. Your call will be answered, you can speak to someone and they will send the most appropriate help for the situation.

There is a Visiting and Response Team that can be dispatched to help with non emergency situations, the hours they available are displayed on the noticeboard.

Whoever, answers your call will take the appropriate action required at the time to deal with your needs.

There is a procedure in place for emergency services to enter the building and access the master key.



## **7. MOVING IN**

Your tenancy start date will have been agreed with the Housing Officer before you sign your tenancy agreement. This is the date from which you are responsible for paying the rent, regardless of whether you have moved in.

### **ELECTRICITY**

You should be aware of where your electrical fuse box is in case you need to turn this off, or direct others to it in an emergency.

In most flats the fuse box is in the larger walk in cupboard. In a few flats it is over the front door.

You are responsible for arranging for the electricity account to be transferred to your name. You can use whichever electricity provider you wish, and arrange the tariff and method of payment.

You will need a meter reading when you move in to pass on to your electricity provider. The meters are located in a a cupboard on the ground floor corridor. In Mountier Court adjacent to the noticeboard and in Hunter Court adjacent to flat 3. The key for the cupboard it located on a hook by the door

### **WATER**

Water charges are collected in the service charge and the Association then pays the water company.

You should be aware of where your stopcock is in case you need to turn this off or direct others to it in an emergency.

In most flats the stopcock is in the airing cupboard. In a few flats it is under the sink in the kitchen.

### **COUNCIL TAX**

The Housing Officer will notify the LB Redbridge that the property will be occupied from the date your tenancy commences. You will have to pay Council Tax from this date. If you are a single occupant you will be entitled to a 25% reduction on you bill. Please check that this has been deducted when you receive your bill.

You may be entitled to Council Tax Benefit if you are on a low income and are without a great amount of savings. Please speak to the Housing Officer if you need further confidential advice.

## **TELEPHONE**

All properties have an existing phone line. You will need to contact the relevant supplier to transfer the account.

You can also be connected to broadband through your telephone line. Homesdale does not have WiFi available.

## **TELEVISIONS AND TV LICENCES**

There is a communal television aerial for each building, with a socket fitted in each flat.

There is also a television and DVD player in both the communal lounges for tenants to enjoy.

The Association has a concessionary license which covers all flats in the Complex. You will be required to provide your full name, date of birth and national insurance number so the Association can add you to the license.

Please remember a loud television can disturb nearby tenants. Please keep your television at a level that can not be heard outside your property. Most televisions can be fitted with earphones.

## **SATELLITE TELEVISION**

There is a communal satellite dish on both Mountier and Hunter Courts. The Association is responsible for the maintenance of the dishes only. If you wish to have satellite TV then you need to contact Sky TV directly. There may be a charge to connect your flat to the satellite dish and you will then pay for the Sky bundle you require.

## **INSURANCE**

Nobody likes to think that anything bad will happen to them however, if there is water damage, fire or theft and your belongings are destroyed and you need to replace them and you do not have contents insurance then it could be expensive.

The Association is only responsible for insuring buildings and fixtures, this includes kitchen units, bathroom fittings and heating installations.

The Association recommends that you take out home contents insurance to cover theft or damage to your belongings. This included your white goods, furniture, curtains and carpets. We are not responsible for insuring your possessions.

## **8. LIVING IN YOUR HOME**

### **COMMON HALLS AND STAIRWAYS**

Under Health & Safety Regulations, communal halls and stairways are a means of escape in case of fire and must be kept clear. They should never be used as a storage area. Please do not place any personal items in the corridor even temporarily.

Fire doors must never be wedged open.

The Association is responsible for the maintenance of the communal areas. Please report any problems to the Warden.

### **DOOR ENTRY SYSTEM**

The door entry systems allows you to speak to, and identify callers before releasing the door.

Please do not let callers in if you are unsure who they are, instead ask them to contact the Warden. Do not admit callers on behalf of another tenant. A genuine caller will not be offended by you asking who they are.

The doors are automated so will open when you release the door from your flat or put your key fob on the plate. Please do not pull the door open with the handle, or wedge the door open, as this will put a strain on the mechanism .

### **KEYS**

You will be given a key fob and a flat key per person. The key fob will give you access through the main door. Only one of these will be given per tenant, copies cannot be given to family or friends. If your fob is lost or stolen please notify the Warden as soon as possible, the fob can then be deactivated (to prevent misuse) and a replacement provided.

If your fob and key are lost Homesdale will provide replacement however, there is a sliding scale of charges, based on the number of times they have been replaced.

One flat key is issued per tenant, however copies can be obtained from a locksmith for family and friends.

If you require replacement keys there will be a charge.

All the flats can be accessed using a master key. This is held securely and will only be used in an emergency, such as fire, flood, or if you are ill or suffer an accident. The use of the master key is recorded on a central log to ensure security.

You will also find window lock keys inside your flat.

## **CCTV**

The Homesdale site is covered by CCTV recording 24 hours a day. This covers the main entrances and the grounds.

## **HOMESDALE CLOSE**

Please be aware that Homesdale Close is a public road maintained by London Borough of Redbridge and therefore Homesdale has no authority to prevent members of the public or cars from using it.

The pavements and streetlighting are also maintained by LB Redbridge. However, if there is an issue please see the Housing Officer who will liaise with the local authority.

## **GENERAL SECURITY**

Please ensure that you keep your flat door locked at all times using the latch on the inside of the door.

For properties on the ground floor Homesdale advises that all windows are closed at night and when you leave your property.

If you open windows in the communal areas, such as the lounge and laundry please try to remember to close them when you leave the area.

## **REFUSE DISPOSAL**

There is a refuse chute in both buildings at the end of the corridor. Please ensure you wrap all your rubbish securely before putting it down the chute.

Please do not leave any rubbish in the bin areas. If your rubbish is too large to go down the chute please carry it downstairs and place it in the bin, or speak to the Warden who will try to arrange for someone to do this for you.

Clinical waste ( yellow bags) need to be disposed of in the yellow clinical waste bin and not put in with the general refuse.

Do not throw any sort of food, or food waste out of your flat window, including bread for the birds.

If you have larger items for disposal such as furniture or electrical items, please contact LB Redbridge to arrange for a collection from outside. This is a free service.

## **RECYCLING**

Recycling bins are provided in Homesdale Close. There is a bin for paper and cardboard and a bin for plastic bottles, glass bottles, tins and cans. If the bins are full do not leave your recycling on or beside the bin.

## **9. COMMUNAL FACILITIES**

The Association provides communal facilities for use by the tenants. The costs of running these are included in your rent and service charge. They include

- Guest Room
- Laundry
- Lounge
- Gardens
- Car Parking

### **GUEST ROOM**

A Guest Room is provided in both buildings. This is a twin bedded room and it is for relatives and friends from out of the area to stay when a tenant is ill, or in hospital. The Tenant cannot be away from the Complex when their visitor uses the room. The room is not designed to be used for friends and relatives for the purposes of a holiday.

There is a sliding scale of charges per room per night.

The room has its own toilet, tea making facilities and small fridge. Tenants or visitors must provide their own bed linen.

The maximum stay is 7 nights per quarter.

To book the room speak to the Warden, who will let you know the availability. If the room in your building is booked it is possible to use the room in the other building if available. To avoid disappointment please make your booking as soon as you can.

### **LAUNDRY**

There is a laundry in both Mountier & Hunter Court. Each laundry has 2 washing machines, 1 tumble dryer and 1 spin dryer. The Warden will explain how to use the machines.

No detergent or softener is required as this is automatically pumped into the machines

Please ensure you observe the comfort of others and do not use the laundry at unsociable hours. If there is a notice displaying hours of use please respect it.

### **LOUNGE**

Communal lounges are provided for your use at any time. Family and friends are welcome to come in and take part in any functions or activities that are taking place in the lounge.

## **GARDENS**

The gardens and grounds are provided for the pleasure and enjoyment of the tenants. The Association employs a Maintenance Officer who also looks after the grounds.

## **CAR PARKING**

There are parking facilities at the Homesdale Complex, however they are at a premium and there are no allocated parking spaces.

The spaces can only be used when visiting the Complex. Visitors should not use the parking facilities at Homesdale for any other business.

Please ensure you and your visitors' park considerately, and always within the marked bay.

Please do not park in Homesdale Close unless there are no other spaces available.

## **MOBILITY SCOOTERS**

The Homesdale Complex has limited space available for storage of mobility scooters. This is externally in a garage. For health and safety reasons scooters cannot be stored in the communal areas, including the lounges and corridors.

The Association advises that tenants take out appropriate insurance. This should include liability insurance in case of either damage to building or injury involving other people living or visiting the Complex. The Association does not provide any insurance against damage to the mobility scooter whilst stored in the Complex. Advice should be taken from an insurance company on this matter.

If you wish to purchase a mobility scooter you must first see the Warden to ensure there is available space to store it.

The Association has mobility scooter available for Tenants to use. Please speak to the Warden if you would like to book it. When using it for the first time please arrange to be shown how to use it and have a practice ride before going out.

## **SMOKING & ALCOHOL IN COMMUNAL AREAS**

It is against the law to smoke in the communal or shared areas of the Complex. In addition Homesdale (WBH) Ltd has adopted a policy of no consumption of alcohol in the communal, shared areas. Communal areas include the corridors, stairwells, entrance hall, laundry, lift, offices and lounges. This applies to tenants, guests, contractors and visitors.

This policy also applies to any function, whether arranged by the Association or private, which may take place in the lounge during the day or evening.

This policy does not apply to tenants own flats, but tenants must give consideration to others in the building and not be intoxicated in the shared areas.



## **10. GETTING INVOLVED**

The Association believes that involving you in the way the Complex is run will help provide the best service.

### **ACTIVITIES**

The upcoming social activities, Christian services and events are displayed on the noticeboard, they are also detailed in the newsletter. There are a variety of activities available, catering for a wide range of interests, some arranged by Warden, some by the Tenants.

### **TENANT MEETINGS**

The Warden will arrange meetings, open to all tenants, where the management of the complex will inform tenants of new developments and consult about such developments. Tenants will be able to bring any matters to the meeting that they wish discussed.

### **CONSULTATION MEETINGS**

There will be meetings, as appropriate, to discuss issues that may arise if the timing of regular meetings is not appropriate. These are usually called to discuss a particular issue or proposal that will affect the whole Complex.

### **NEWSLETTER**

The Warden will publish & distribute a monthly news letter, (Courtdale News), which will inform tenants of relevant news, forthcoming events & encourage contributions from tenants.

### **AMENITY COMMITTEE**

The Association encourages and supports tenants groups. There is currently an Amenity Committee which plans social events throughout the year.

The Warden will arrange an Annual General Meeting where the Amenity Committee is elected and reports on the year are given including financial reports.

### **ANNUAL GENERAL MEETING**

Homesdale (WBH) Ltd has an annual general meeting where the annual report is presented and the Management Committee is elected.

## **11. REPAIRS, AND MAINTENANCE**

### **REPORTING REPAIR NEEDS**

- Report the repair as soon as possible to the Warden, or Housing Officer
- The details will be noted in the maintenance log with the date it was reported
- You will be notified of whether the handyman or an external contractor will carry out the repair
- Repairs are completed in order of urgency which is not necessarily the order they were reported in

Repairs are classified into categories ranging from emergency to routine. Repairs that affect the health and safety of the tenant, or affect the comfort or convenience of the Tenant will be completed as quickly as possible. Routine repairs which cause no serious discomfort may take up to 28 days to complete.

The Association will make every effort to ensure repairs are carried out as promptly as possible. Access requirements will be discussed when the repair is noted. If you are unsure about the timescale for your repair please speak to the Warden or Housing Officer.

In an emergency such as flood the master key will be used to access your flat.

### **PLANNED & CYCLICAL MAINTENANCE**

Tenants will be informed with sufficient notice of any planned or cyclical maintenance, and given information as to what will be involved and the possible effects during the work. There may be times when work needs to be completed urgently and in this case it may be necessary to commence the work without notice.

### **ALTERATIONS TO YOUR FLAT**

You must not make changes to your flat without permission from the Association. We will not refuse permission unless we have good reason, such as the alteration being unsuitable for future occupants, or is a health and safety risk.

The Association is responsible for the decoration of your flat. If you would like your flat to be decorated, the condition will be assessed and a decision made as to whether decoration is necessary at that time. All flats are painted in the same colour scheme, magnolia walls and white woodwork, there are no exceptions to this.

If you undertake any electrical work, such as installing additional sockets you must ensure it is carried out by a NICEIC certified electrician. If work is not carried out in the

proper way then we may charge you the cost of bringing the work up to the required standard.

The Association does not allow laminate, tiled, or other hard flooring, carpets need to be laid in the flat.

## **12. FIRE SAFETY**

### **SMOKE ALARMS** (in flats and bedsits)

All flats have a mains operated smoke alarm (with battery back up) in the lounge, hall or main room. These can be set off by cooking (especially frying) smoke and sometimes dust or talcum powder. Please be aware of this and try to close the kitchen door if frying.

The alarms tested annually.

When your smoke alarm sounds a message notifies the Warden or Control Centre that a smoke alarm is sounding, and in which flat. The member of staff will then either speak to you through the panel on the wall or come to your door to check the situation and will act accordingly.

### **FIRE SYSTEM** (in communal areas)

When the fire alarm sounds a message notifies the Warden or Control Centre that it is sounding. The specific location of the device that triggered the alarm is displayed on the fire panel

During the Wardens hours the area will be checked and the alarm silenced if no evidence of fire or smoke can be seen. When the Warden is off duty the Fire Service will be automatically called by the Control Centre as soon as the alarm is activated.

If the alarm does not cease then you will need to follow the fire procedure. A reminder of this is on the inside of your front door.

In Sheltered Housing the Fire Officer has instructed a 'stay put' policy. If the fire alarm sounds you remain in your flat with your front door closed. You should get ready to evacuate and make yourself visible at your window if possible. You should wait for instructions from Staff or the Fire Service.

If you discover a fire you should sound the alarm and vacate the area by the nearest fire exit or move behind the next set of fire doors and wait until instructed on what to do.

The fire system is serviced and maintained in line with current legislation. The fire alarms are tested weekly, see the noticeboard for scheduled test ti

## **13. YOUR RENT**

### **RENT**

The rent you pay consists of 4 elements

Rent – cost of your flat

Service Charge – what you pay for the shared services in the Complex such as lifts, laundry, shared lighting, fire system.

Support Charge- what you pay for the Wardem Service and emergency call system

Heating/Hot Water – cost of the gas heating and hot water for your flat

Water Rates – collected on behalf of the water company

Not included in your rent are, electricity charges for your flat, Council Tax, telephone, and contents insurance.

### **HOW THE RENT IS SET ASSURED RENTS**

Assured rents are set by Homesdale on an annual basis in accordance with the Government's rent legislation for social housing. The Association's rents are set in October. You will receive one month's written notice of any change in you rent.

### **PAYING YOUR RENT**

Rent and service charges are payable monthly in advance by Standing Order.

Paying your rent is your responsibility, you must ensure it is paid regularly and in advance.

### **HOUSING BENEFIT**

If you are on a low income or have low savings you may be eligible for Housing Benefit. If in doubt always apply.

If you need help with your application please contact the Housing Officer. You can also request assistance from a visiting officer from the Housing Benefit department to go through the form with you.

It is important to notify the Housing Benefit department immediately if your circumstances change.

## **SUPPORT CHARGE**

If you are receiving Housing Benefit you will also have your support charge paid. This payment is made directly to Homesdale. Please inform the Housing Officer you are in receipt of HB so we can ensure you also get your support charge rebate.

## 14. COMPLAINTS

Homesdale (WBH) Ltd recognises that things sometimes go wrong.

If you are not happy with any aspect of the service provided by Homesdale you may wish to make a complaint.

The Association promises to

- Deal with your complaint promptly, efficiently, courteously and fairly
- Keep you informed
- Record and monitor your complaint with a view to improving the service

The Association has a Complaints Policy & Procedure, a copy of which is available in the Policy Folder in either of the communal lounges, or this can be provided by the Warden.

A summary of the procedure is :

### STEP 1 – Informal Complaint

Make the complaint to the senior person on duty, The Association aims to resolve your complaint immediately.

If the complaint is more complicated or you are not satisfied your complaint will need to go to Step 2.

### STEP 2 – Formal Complaint to Manager

Contact the Chief Executive in writing detailing the complaint. Your complaint will be acknowledged in writing.

The Chief Executive may appoint someone to gather information and you may be asked what you want Homesdale to do to resolve your complaint.

The Association will answer your complaint in 15 working days.

### STEP 3 – Complaint to Management Committee

If you are still not satisfied you can approach the Management Committee.

The Chief Executive will pass all the information onto them. The Management Committee may need to discuss the complaint with you.

The Association will answer your complaint in 20 working days.

#### STEP 4 – Complaint to Housing Ombudsman

If you are still not satisfied after completing the steps above then the Housing Ombudsman can pursue the complaint for you. They will have expected you to have followed all of the stages of the Association's procedure.

Housing Ombudsman  
81 Aldwych  
London  
WC2B 4HN



## **15. MOVING ON**

There are many reasons you may wish to move on.

If you wish to transfer to another property owned by The Association all applications are considered in line with our Transfer policy.

To be eligible for a transfer you must have lived in your present property for a year, and your application will be considered by the Management Committee who will look at a number of factors in making their decision.

If you require additional personal or nursing care which can't reasonably be delivered in your flat you may have to look at a residential or nursing home.

If you need financial help Social Services will need to carry out an assessment of your needs and recommend the type of care needed. If you do not need any financial help you can apply directly.

Homesdale (WBH) Ltd has a residential care home with 18 beds. If you would like to consider a place there contact the Care Manager.

## **MOVING OUT**

You must give 28 days notice if you wish to end your tenancy, effective from the Monday following the receipt of the notification. During this period the Tenant or is responsible for the full rent and any other associated charges (such as eg electricity, Council Tax etc)

You must leave the property in good condition and remove all possessions, including white goods, carpeting and underlay.

You need to return all keys to the warden.

Please leave a forwarding address.

You will need to inform your electricity supplier of the meter reading.

## 16. USEFUL INFORMATION

Correct at time of publication

### TRANSPORT

All buses listed go from Wanstead High Street

Route 66	Towards	Leytonstone Romford (via Gants Hill and Newbury Park)
Route 145	Towards	Dagenham (via Ilford and Barking) Leytonstone
Route 101	Towards	Gallions Reach (via East Ham and Beckton)
Route 308	Towards	Lea Bridge Roundabout (via Stratford)
Route W12	Towards	Walthamstow (via Woodford and Whipps Cross Hospital)
Route W13	Towards	Leytonstone Woodford Wells
Route W14	Towards	Leyton Woodford Bridge

Nearest London Underground Station is Snaresbrook

Freedom Pass      0300 330 1433

Dial a Ride    0343 222 7777

Com Cab      0207 432 1432

Taxi Card      0207 934 9791

Blue Badge    On line at [www.gov.uk](http://www.gov.uk)

### MEDICAL

Whipps Cross Hospital      020 8539 5522  
Whipps Cross Road  
Leytonstone  
E11 1NR

Community Care Advice Centre 020 8708 7333  
South Woodford Health Centre  
114 High Road  
South Woodford  
E18 2QS

The Evergreens Surgery 020 8518 8746  
26 High Street  
Wanstead  
E11 2AQ

Wanstead Place Surgery 020 8989 1968  
45 Wanstead Place  
Wanstead  
E11 2SW

Wanstead Pharmacy 020 8989 0597  
75-77 High Street  
Wanstead  
E11 2AE

Boot the Chemist 020 8989 0511  
59-61 High Street  
Wanstead  
E11 2AE

## **LOCAL FACILITIES**

Police 020 8721 2796  
Woodford Police Station Non emergency 101  
509 High Road  
Woodford Green  
IG8 0SR

Post Office 020 8989 4208  
Inside Wanstead Pharmacy  
75-77 High Street  
Wanstead  
E11 2AE

Library 020 8708 7400  
Spratt Hall Road  
Wanstead  
E11 2RQ

Age UK Redbridge                    020 8220 6000  
4<sup>th</sup> Floor  
103 Cranbrook Road  
Ilford  
IG1 4PU

## **FINANCE**

Housing Benefit                    020 8708 5670  
Council Tax Benefit  
Olympic House  
28-42 Clements Road  
Ilford  
IG1 1BA

State Pension                        0345 606 0265

Pension Credit                      0800 99 1234

Attendance Allowance            0345 605 6055

## **CHURCHES**

Woodford Baptist Church        020 8530 4916  
George Lane  
South Woodford  
E18 1LW

Wanstead Baptist Church        020 8530 7525  
Wellington Road  
Wanstead  
E11 2AS

Wanstead Methodist Church     07976 102345  
Hermon Hill  
Wanstead  
E11 2AR

Christchurch                        020 3556 4853  
Wanstead Place  
Wanstead  
E11 2SW

St Mary the Virgin                      020 3556 4853  
Overton Drive  
Wanstead  
E11 2LW

Wanstead United Reform Church 020 8989 2426  
Nightingale Lane  
Wanstead  
E11 2HD

Our Lady of Lourdes RC Church 020 8989 2074  
Cambridge Park  
Wanstead  
E11 2PR