



Woodberry Down Community Directory 2010



WDRT / Regeneration

If you have any questions about the Woodberry Down Regeneration Scheme, visit us at 151 Woodberry Grove, Mon 11am – 5pm / Tue – Fri 9am – 5pm.

Tel Freephone 0800 694 2109

Website www.hackneyhomes.org.uk/woodberrydown

Interim Repairs

If you have questions about Interim Repairs on blocks in Phases 3-5 at Woodberry Down contact the Mullaley and Company Ltd Resident Liaison Officer:

Tel Freephone 0800 028 8511.

Genesis Housing Group

If you have questions about Shared Ownership properties at Woodberry Down contact Genesis Homes:

Tel 0845 600 4663

Berkeley Homes

If you have a complaint or question about the day to day running of the construction of the new homes, please contact the Site Managers: Mark Jackson on 07796 758952 or Mike Hehir on 07909 931716.

Community Development

Manor House Development Trust

The Manor House Development Trust is a resident led charity which champions the socio-economic programme of the Woodberry Down regeneration and in the wider North East Hackney area. For more information contact Jessica Francis on 020 8356 1796 or visit Room D14, Robin Redmond Resource Centre, N4 2RD. See pages 8-9 of this newsletter for details of the Trust's work.

Woodberry Down Community Organisation

To contact WDCO please call the ITLA on these numbers 020 8809 7203 / 0800 169 8677

Independent Tenant and Leaseholders' Advisors

If you'd rather seek advice from an independent source, you can turn to the Independent Tenants' and Leaseholders' Advisors (ITLA). The ITLA are not part of the Council; however, they have all the latest information about the Woodberry Down scheme and can give you impartial advice on a number of matters.

Address: 93 Woodberry Grove N4 2SB

Opening Times:

Tuesdays and Thursdays between 3pm-7pm

Telephone: 020 8809 7203 / 0800 169 8677

Housing

Hackney Homes Repairs, inc. emergency out-of-hours repairs

You can report your repair over the phone by calling the Housing Contact Centre on **020 8356 3691**.

Our opening hours are Monday to Friday, 8am-7pm and Saturdays 9am-1pm.

However, you can also report emergency repairs using this number 24 hours a day, 7 days a week. Repairs can also be reported online at www.hackneyhomes.org.uk/h-housecall.htm

Reporting Anti-social Behaviour

The safety of tenants is of utmost importance to Hackney Homes and our aim is to ensure our residents can lead healthy lives in safe and sustainable communities.

If you are experiencing problems related to anti-social behaviour you can text 07527 385 603 or call the Out-of-Hours Helpline from 7pm to 5am, seven days a week on 020 8356 3310. You can also contact your neighbourhood housing office during office hours (details below). They will either be able to help you or will refer the case to one of our specialist teams.

North East Neighbourhood Office (Stamford Hill)

Managed by our housing partner Pinnacle Clock House, 149 Stamford Hill, London N16 5LG

Opening hours:

Monday - Friday: 9am - 5pm

Tenancy queries 020 8356 6500
(Mon-Fri 9am – 5pm)

Minicom number 020 8356 3594
(Mon-Fri 9am – 5pm)

Health

GP Practices

The following GP Practices are based at the **John Scott Health Centre**. They're listed with their own telephone number.

Address John Scott Health Centre, Green Lanes, London, N4 2NU

Cedar Practice

020 7690 1151

Patel Surgery

020 7690 1193

The Heron Practice

020 7690 1172

The Sanctuary Practice / Sanctuary Clinic

020 7683 4766

The Sanctuary Practice was originally set up to care for refugee and asylum seekers. It now works in conjunction with the Greenhouse Health, Welfare and Housing Advice Centre serving a population that consists of homeless persons, vulnerably housed (particularly families) and refugee and asylum seekers.

No referral is necessary. A walk-in service for the homeless is open every day from 9.30-11.30. Patients may also be referred outside agencies, hospitals, voluntary and street outreach workers.

In an emergency Out of Hours services can be accessed by calling CAMIDOC on: 020 7530 5445

Finding & registering with a doctor

The Find-a-Doc service helps people living in City and Hackney to find a GP. By contacting Find-a-Doc you will be provided with information about the practices local to you. The contact details for Find-a-Doc are: **Tel** 020 7364 5016 or **Email** find-a-doc@chpct.nhs.uk

Dentists

You no longer need to register with a dentist to get regular treatment. Simply contact a practice offering NHS dentistry and ask if you can have an appointment. Call the Find-a-Dentist/Find-a-Doc service on **020 7683 4645** or **020 7683 4610** or visit www.nhs.uk to find the nearest NHS dentist to you.

Mr C Shah

Woodberry Down Dental Practice
307 Seven Sisters Road, London N4 1QR
Tel 020 8800 2244

If you need to find a dentist urgently outside normal hours you should telephone **020 7377 7151**. You will be able to speak to a dentist who will give you advice, and who can arrange for you to be seen if necessary.

The dental telephone line will be open as follows

Weekdays	6.30pm – 10.00pm
Weekends	7.30am – 3.00pm
Bank holidays	7.30am – 8.00pm

Hospitals

Homerton Hospital

Homerton Row, London, E9 6SR.
Tel 020 8510 5555
Website www.homerton.nhs.uk

Barts and The London Hospital

(includes: The Royal London Hospital, St Bartholomew's Hospitals (Barts), The London Chest Hospital)

Tel 020 7377 7000.
Website www.bartsandthelondon.nhs.uk

Pharmacy

Rowlands Pharmacy
5 Marlborough Parade,
280 Green Lanes,
London N4 2NH
Tel 020 8800 8801

Opening Times

Mon 9am - 7pm, Tue 9am - 7pm, Wed 9am - 7pm, Thu 9am - 7pm
Fri 9am - 7pm, Sat 9am - 6pm, Sun Closed

NHS Direct

Tel 0845 4647 whenever you need health advice and information
Website www.nhsdirect.nhs.uk

Employment

Job Centre Plus

52-53 Medina Road
London N7 7JX
Tel 020 7301 5981
Website www.jobcentreplus.gov.uk

Ways Into Work

Ways into Work is a service offering advice to Hackney residents who need help to get a job and a range of practical support.

For further information contact Genesis Community on 020 8900 4781.

Police

In the event of an emergency always dial **999**, for all other calls to the Metropolitan Police Service please dial **0300 123 1212**.

Safer Neighbourhoods Teams

33 Stoke Newington High Street, London N16 8DS

New River Safer Neighbourhoods Team

Tel 020 8721 2904 | 07884 117298

Brownswood Safer Neighbourhoods Team

Tel 020 8721 2030 | 07843 291140

Local Councillors

Correspondence Address for all councillors

c/o Members' Support
Town Hall
Mare Street
London
E8 1EA

Tel 020 8356 3373 (for all councillors)

Cllr Brian Bell

(Brownswood, Labour)

Email brian.bell@hackney.gov.uk

Cllr Feryal Demirci

(Brownswood, Labour)

Email feryal.demirci@hackney.gov.uk

Cllr Darren Parker

(Brownswood, Labour)

Email darren.parker@hackney.gov.uk

Cllr Maureen Middleton

(New River, Conservative)

Email

maureen.middleton@hackney.gov.uk

Cllr Harvey Odze

(New River, Conservative)

Email harvey.odze@hackney.gov.uk

Cllr Simche Steinberger

(New River, Conservative)

Email

simche.steinberger@hackney.gov.uk

Local MP

Diane Abbott MP

To contact about case work:

Tel 020 7219 4330

Email chalkiasg@parliament.uk

Or write to her at House of Commons,
London, SW1A 0AA

Council Services

Libraries

Woodberry Down Community Library

Robin Redmond Centre, 440 Seven Sisters Road, London N4 2RD

Tel 020 8356 1791

Email info@hackney.gov.uk

Opening Hours Mon and Tue: 9.30am - 7pm: Wed to Fri: 9.30am - 5pm.
Closed for lunch: 1pm - 2pm.

The Woodberry Down Community Library is unique in the borough, being fully staffed by local volunteers. If you would like to find out more about volunteering opportunities then please contact the Library Outreach workers on 020 8356 1693 / 020 8356 1631.

Stamford Hill Library

Portland Avenue, N16 6SB

Tel 020 8356 1700

Opening Times

Mon, Tues, Thur: 9am - 8pm. Wed: 9am - 6pm. Fri: 10am - 8pm. Sat: 9am - 5pm. Sun: 1pm - 5pm. Under 5s Play Sessions: Wed: 2pm - 3pm. The Hackney Libraries Renewals Line operates Mon to Fri: 8am - 8pm. Sat: 9am - 1pm. Outside those times, customers can ring any Hackney Library to renew items.

New online library catalogue

library.hackney.gov.uk

Bulky refuse collection

London Borough of Hackney offer a bulky refuse collection service - collection of up to 5 items four times a year free of charge. Mainly household goods like fridges, cookers and furniture.

Tel 020 8356 6688. Phone line open Mon to Fri 8am - 8pm / Sat 9am - 1pm.

Voluntary Services

Citizens Advice Bureau

John Scott Health Centre

Tuesdays, 10am – 12.30pm

Tel 020 7683 4700 to make an appointment

Citizens Advice Hackney

236-238 Mare Street, Hackney, London E8 1HE

Tel 020 8525 6350

Distinct projects: Specialist legal help, welfare benefits, debt

By Appointment only for Eligible Legal Aid Clients - Drop in at the Bureau for an appointment.

Contact Mr Rashid Seedat, LSC Director

Tel 020 8525 6370/6350

Age Concern Hackney

22 Dalston Lane, London E8 3AZ

Website www.ageconcernhackney.org.uk

If you are worried or need advice call us free on **0800 917 9830**

The Information service offers free advice and information on a wide range of subjects including: Health services, Leisure services, Council services, Housing, Social & community care, Local Voluntary Services.

Age Concern Hackney exists to promote the well-being of all older people in Hackney and to support them in making later life a fulfilling and enjoyable experience.

Age Concern Coffee Morning

Every Tuesday 10am – 12noon

Newnton Close Day Centre, Newnton Close, London N4

Call Janice or Phil on 020 7241 9400 for more details.

Schools / Education

Woodberry Down Community Primary School

Woodberry Grove, London N4 1SY

Tel 020 8800 5758

Website

www.woodberrydown.moonfruit.com

Skidders' Academy

The new Skidders' Academy is the new secondary school under construction at Woodberry Down and is due to open in September 2010. For more information contact the Learning Trust admissions team on the number below.

The Learning Trust admissions teams

Tel 020 8820 7150 / 7401

College of North East London (CONEL)

Course Information Line (Tottenham Centre)

Tel 020 8442 3055

Email courseinfo@staff.conel.ac.uk

Advice and Guidance (Tottenham Centre)

Tel 020 8442 3862

City & Islington College

Course information

Tel 020 7700 9200

Email courseinfo@candi.ac.uk

Drop-in 9am-5pm Monday - Thursday, 11am-5pm Friday

The Marlborough Building, 383 Holloway Road N7 0RN

Courses at Robin Redmond Resource Centre

There are a number of Adult Education Courses running at the Robin Redmond Resource Centre. Call 020 8802 7580 or visit between 9am and 5pm for more information.

Transport

Transport for London

London Travel Information

Tel 020 7222 1234 (24 hours a day)

Textphone 020 7918 3015

Email travinfo@tfl.gov.uk

(Please note it may take up to three days for an email response).

Dial-a-Ride

Dial-a-Ride is a free door-to-door service for disabled people who can't use buses, trains or the Tube. There are specific criteria – for more information or to make a booking **call** 0845 999 1 999 (or 020 7309 8900, if your telephone provider charges extra for 0845 numbers).

Lines are open between 9am-4pm, Monday to Friday.

National Rail Enquiries

Tel 0845 7 48 49 50

Website www.nationalrail.co.uk

London Cycling Campaign

The London Cycling Campaign's aims are to promote cycling, campaign for change, and support its members

Tel 020 7234 9310

Website www.lcc.org.uk

Children

Woodberry Down Children's Centre

Spring Park Drive, London N4 2NP

Tel 020 8815 3250

Opening hours 7.45am to 5.45pm

The lead Children's Centre in the North West of the borough, offering a wide range of family services on several sites in the Manor House, Stamford Hill area. The nursery has recently been refurbished and is popular with local families.

Services available: Nursery; links to childminders; health visitors, dieticians, midwives, speech therapy, counselling; free fun family activities; family support; help to get back to work.

ChildLine

Freephone 0800 1111

Website www.childline.org.uk

Free and confidential helpline for children and young adults in the UK. You can contact ChildLine about anything - no problem is too big or too small.

If you are feeling scared or out of control or just want to talk to someone you can contact ChildLine. Some of the things that you might want to contact us about are feeling lonely or unloved, worries about the future, problems about school, bullying, drugs, pregnancy, HIV and AIDS, physical and sexual abuse, running away and concerns about parents, brothers, sisters and friends, and crimes against you.

Young People

Parkside Youth Centre

Woodberry Grove, London N4 1SN

Tel 020 8800 6814 for more information

A youth club for young people aged 11-19 years offering activities such as table tennis, pool, snooker, cooking, football, arts and crafts, video and TV, group work and trips out. A range of workshops include Connexions support/CV workshop, sexual health workshop, self esteem/image workshops, life skills workshop.

Older People

Adult Services / Social Services

Hackney Council provides services for older people, adults with physical and sensory disabilities, learning difficulties or mental health problems and those who are no longer able to manage without help. They encourage them to be independent, live safely in their own homes where possible, and participate in the community.

Before they can arrange services for you, you need to have a needs assessment to establish your need for help from social care services, and to arrange services to meet those needs.

For more information, or to request a needs assessment contact the Access Team on 020 8356 6262 / access@hackney.gov.uk

Leisure Activities

Robin Redmond Resource Centre

440 Seven Sisters Road, London N4 2RD

Tel 020 8802 7580 during office hours

between 9am – 5pm, Mon-Fri
Telephone or visit for up-to-date information about regular classes and activities on offer at the centre. Also available for private hire for functions at weekends.

Clissold Leisure Centre

63 Clissold Road, London N16 9EX

Tel 020 7254 5574

West Reservoir Centre

Green Lanes, London N4 2HA

Tel 020 8442 8116

A Water Sports and Environmental Education Centre. This picturesque, hidden corner of Stoke Newington provides the opportunity to take part in sailing and kayaking for adults and children under the watchful eye of expert instructors.

The Castle Climbing Centre

Green Lanes, London, N4 2HA

Tel 020 8211 7000 from 10am

Email info@castle-climbing.co.uk

Opening Hours

Mon to Fri: 2pm-10pm; Sat and Sun:
10am-7pm Bank Hols: 10am - 10pm

London Wildlife Trust (LWT) / East Reservoir Community Garden

Corner of Newton Close and Bethune Road, London N4 2RH

Tel 020 8802 4573

LWT has created a new garden space on an historic site nestled between the New River and East Reservoir in Stoke Newington. Complete with a fully equipped eco-classroom with a living roof, it provides a base for school visits and a variety of community projects. Local people can take part in a number of hands on activities including growing wild food in the community raised beds, bird watching over the reservoir, arts and craft workshops, landscape design and construction, wildwalks and mini-beast hunts along the nature trail.

LWT need volunteers to help deliver important education work. This role will give excellent work experience, learning how an environmental education programme is delivered. It is anticipated that the volunteers will eventually deliver parts of the lessons themselves.

Registrar of Births, Deaths and Marriages

Ground Floor
Hackney Town Hall
Mare Street
E8 1EA

Opening Times

Office Hours Mon to Fri: 9am - 5pm.

Appointment times Mon: 10am - 3.30pm,
Tue to Fri: 9.30am to 3.30pm.

Sat am, by appointment only. Sun:
emergency death service 9am - 10.30am.

Tel 020 8356 3000

Email registrars@hackney.gov.uk

Website www.hackney.gov.uk/registrars

Registering Births

By law, you have to register your baby within 42 days from the date of birth, in the district where the birth takes place. However, if you live in Hackney and had the baby elsewhere, it is possible to provide all the details to the registrar in Hackney, who will then forward these to the registrar for the district where the baby was born.

Births must be registered at the Register Office in the Town Hall and you must bring certain information and documents with you. To make an appointment, and for further advice about registering a birth in Hackney, please contact the office using the above details.

Registering Deaths

Losing a loved one is a difficult time. Death in itself is distressing and, unfortunately, the administrative procedures which must be followed can be an additional unwelcome burden.

You are legally required to register the death within five days, unless a coroner is investigating the death.

The following people are able to register a death:

- A relative present at the final illness of the deceased, or present at the death
- A relative, preferably currently living in Hackney
- A person present at the death
- Or the person arranging the funeral with the undertakers

When you go to see the registrar at Hackney Town Hall, you will need to take with you a medical certificate of death. You will need to give the following information:

- Full name (and any maiden name)
- If the person who died was a married woman or a widow, the full name and occupation of her husband
- Date and place of birth
- Occupation and usual address

The registrar will take these details and put them into the death register, and once these details have been given and agreed, you will be asked to confirm this information by signing the death register. The registrar will then provide you with a death certificate and a document allowing you to organise funeral arrangements, either a cremation or burial, as well as a certificate for sending to the Department of Social Security. Each certificate issued on the date of registration has a statutory fee of £3.50.

If the death occurred in Hackney, but you have difficulty in getting to Hackney to register, you can register at your local register office 'by declaration'.

However, no death certificates or related documents can be issued by Hackney on the day and this may cause delays in arranging the funeral. Please call Registrars in order to assist you with this.

Reporting Deaths to the Coroner

A small number of deaths have to be reported to the coroner before they can be registered and before the document allowing the funeral to go ahead can be issued. For further information contact the Registrar of Births, Deaths and Marriages, details above.

Marriage & Civil Partnerships

A civil ceremony can take place in a Register Office or other building licensed for marriage ceremonies. Weddings must be completed within the hours of 8am to 6pm. They are conducted by a registrar and must be of a strictly non-religious nature. Whilst there are certain words which must be said, we can tailor the ceremony to ensure it is personal to you. You can also choose readings and music which can really make your day special.

A religious ceremony can take place in a church, chapel or other building of religious worship which has been formally registered for marriage ceremonies. The service is conducted by the minister in accordance with the religious rites and ceremonies of the premises, but occasionally a registrar will be required to register the marriage.

For further information contact the Registrar of Births, Deaths and Marriages, details above.



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