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# THE Covent Garden HANDBOOK

Covent Garden Community Association

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Registered charity no. 274468

## INTRODUCTION

**THIS HANDBOOK** provides information on Covent Garden for residents, workers, visitors and businesses.

Covent Garden, an area of around one hundred acres, lies between High Holborn, Shaftesbury Avenue, Strand, Kingsway and Charing Cross Road: The neighbourhood is divided between Camden Council and The City of Westminster. Covent Garden includes an unparalleled mix of facilities with twenty eight theatres, many specialist shops and enough lively pubs, clubs and restaurants to keep over eleven million tourists annually wine and dine and keen for a return visit. The neighbourhood has over 6,000 residents and provides employment for over 60,000 people. Facilities include two primary schools, a public library, leisure, health and sports centres and gardens; it has the highest concentration of emergency hostel accommodation in London.

The Covent Garden Community Association (CGCA), established in 1971, has worked for the long term survival of the social mix of Covent Garden and for improved facilities in the whole neighbourhood, irrespective of borough boundaries.

The CGCA is a registered charity relying on voluntary financial and practical assistance. We hope you find this handbook useful and feel inspired to join the work of the CGCA by becoming a member and offering assistance; to join please complete and return the membership form on the last page or contact our office at 21 Macklin Street, London WC2B 5NH (telephone 836 3355, facsimile 404 2820).

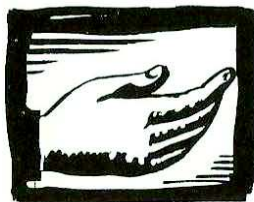
*All numbers and information given were correct at the time of going to press. Please contact us to update any details, by completing the enclosed 'update' form which is at the back of the handbook.*



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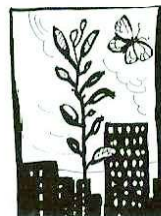
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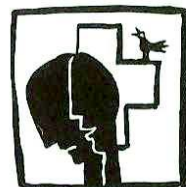
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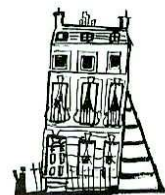
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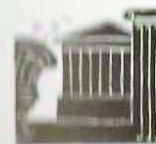
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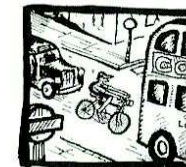
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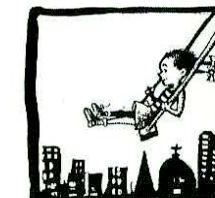


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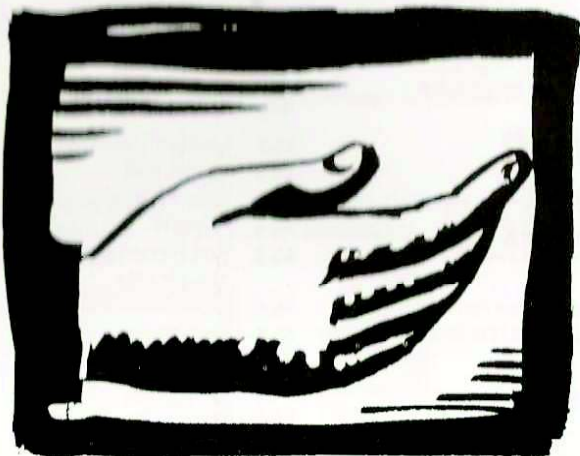
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## MEMBERSHIP FORM UPDATE FORM MAP OF COVENT GARDEN



## CHAPTER ONE BENEFITS AND EMPLOYMENT



### 1.1 ADVICE AGENCIES

**WESTMINSTER**  
**Citizens Advice Bureau**  
15 Henrietta Street. 379 6595.  
Telephone enquiries:  
Mon, Tue, Thur, Fri 2-4pm,  
Wed 11.00am-1.00pm  
Personal callers: Mon, Tue,  
Fri 11-1pm, Wed 4.30-6.30pm.

**CAMDEN**  
**Holborn Citizens**  
**Advice Bureau**  
32-38 Theobalds Road, WC1.  
404 1497. Telephone  
enquiries: Mon, Tues, Wed,  
Fri 2-4pm. Personal Callers:  
Mon & Fri 10am-1pm, Tues  
10am-12noon, Thurs 10am-  
12noon & 5-7pm.

### 1.2 SOCIAL SECURITY ENTITLEMENTS

People on low incomes may be entitled to Family Credit (Telephone: Helpline 01253 500 050) and Housing

Benefit (contact your local authority – see 1.3). If you are pregnant and still working during the eleventh week before your baby is due, and do not qualify for Statutory Maternity Payment from your employer, you may be entitled to Maternity Allowance; the local DSS office will supply details.

Family Credit, Social Fund, Child Benefit, Maternity Allowance, One-parent Benefit, Industrial Disablement Pension, Attendance Allowance, Invalid Care Allowance, Invalidity Benefit, apply to: **Benefits Agency**  
1-6 Tavistock Square, WC1  
9NA. 383 8383.  
Mon, Tues, Thurs 8.30am-4pm, Wed 10-4pm, Fri 8.30am-3.30pm. Telephone enquiries: Mon-Fri: 9am-4.30pm. Free enquiry line for people with disabilities: Mon-Fri 8.30-6.30pm,

Sat 9-1pm. 0800 882 200  
General enquiries: refer to phone book for local office under 'Benefits Agency'.

**DSS London Emergency**  
**Office for the Homeless**  
Keyworth House, Keyworth  
Street, SE1. 620 1456.  
Open on Public Holidays and out-of-hours:  
401 9692, Mon-Fri 6am-10pm,  
Sat 9am-10pm, Sun 2-10pm.

### 1.3 LOCAL AUTHORITIES HOUSING AND COUNCIL TAX BENEFITS

**London Borough of Camden**  
*Finance Department, Camden*  
*Town Hall, Euston Road*  
*London NW1 2RU.*  
Information: 413 6467.  
Hotline: 413 6887.

**London Borough of Camden**  
**Benefits Division**  
*Finance Department, Argyle*  
*Street, NW1.*  
Personal enquiries:  
Mon-Fri 9am-1.30pm.  
Telephone enquiries – first  
letter of address:

A, B	860 5640.
C	860 5638.
D, E, F	860 5636.
G, H	860 5637.
I, J	860 5638.
K	860 5637.
L, M	860 5723.
N, O, P, Q, R	860 5639.
S	860 5997.
T, U, V	860 5636.
W	860 5997.
X, Y, Z	860 5639.

If you are in temporary accommodation arranged by Camden Council: 860 5926.

**City of Westminster**  
*City Hall, 64 Victoria Street*  
*London SW1E 6QP.*  
Information: 641 6000.  
Hotline: 641 3062.  
Council Tax Benefit only:  
641 3494.

**Housing and Council Tax**  
**Benefits: Westminster WC2**  
*Team, Stanhope House, 110*  
*Drury Lane. Mon-Fri 9am-2pm*  
Telephone enquiries, using  
surnames, if you live in hotel  
or hostel/Council property.

Other claimants:

AAA-FRD	641 3668.
A-KH	641 2096.
A-DD	641 3062.
FRE-MUA	641 3669.
KI-Z	641 2091.
DE-JZ	641 3063.
MUB-ZZZ	641 3667.
KA-PD	641 3064.
PE-ZZ	641 3066.

Local councils provide meals on wheels, special adaptations to homes and home-helps. A home visit to complete documentation may be arranged for the elderly or disabled. Information on services for the elderly, disabled, children, mentally handicapped, occupational therapy and HIV/Aids:

**Camden Social Services**  
**Information Unit 79 Camden**  
*Road, NW1. 413 6666.*

**Westminster Social Services**  
*WC2 Duty Room, Kemp*  
*House, 1 Hopkins Street, W1.*  
641 3073.  
**Elderly Social Services Team,**  
*Middlesex Hospital. 380 9065.*  
See also 1.5, 6.4 and 6.5.

### 1.4 EMPLOYMENT

Advice on employment opportunities, training schemes, setting up in business and unemployment benefit claims is provided at Job Centres.

**CAMDEN RESIDENTS:**  
**Holborn Employment Service**  
*Job Centre, 289-293 High*  
*Holborn, WC1V 7HZ.*  
853 3000. Mon-Thurs 9am-4.30pm. Fri 10am-4.00pm.

**WESTMINSTER RESIDENTS:**  
**Hotel & Catering Job Centre**  
*1-3 Denmark Street, W1.*  
Mon-Thurs 8.15-4.50pm, Fri 8.15-3.30pm. 853 3200.  
**West End Job Centre**  
*195-197 Wardour Street, W1.*  
Mon-Thurs 9-5pm, Fri 10-5pm. 853 3700.  
**Department of Employment**  
*Chadwick Street, SW1.*  
853 3800. Mon-Thurs 8.30am-1pm 1.30-4.30pm. Fri 10am-1pm 1.30-4.30pm.

**CAREER AND RETRAINING SERVICES ARE AVAILABLE FROM:**  
**Camden Training Centre,**  
*57 Pratt Street NW1 oDP,*  
*Mon-Fri 9-5pm. 482 2103.*  
**Westminster Career Services,**  
*3-4 Picton Place W1: Mon-Fri*  
*9.30-4.30pm. 487 4504.*  
(See also Business Employment 3.4 and Adult Education 4.6).

**Linked Employment**  
**Accommodation Project**  
**(LEAP) 262 2401.**  
Industrial Society's initiative to provide guaranteed interviews and training for

the homeless.  
**Innovation in Training**  
*11 Long Acre. 240 6918.*  
**London Enterprise Agency**  
*4 Snow Hill, EC1. 236 3000.*

**National Insurance Contributions (NIC)**  
Deducted from wages by the employer and paid, with the employers contribution, to the Inland Revenue. Inland Revenue will confirm whether your employer is remitting your contributions. NIC is credited by DSS to the account of registered unemployed. NIC of the self-employed (taxed under Schedule D) is assessed by the DSS. Statutory Sick Pay (SSP) & Statutory Maternity Pay (SMP) benefits are paid by employers. SMP is payable if you have earned at least £62 per week from continuous employment with the same employer, for not less than 26 weeks prior to the fifteenth week before the baby is due. Ask for a certificate from your midwife or doctor. SMP & SSP are paid by your employer and Tax and NIC are deducted.

**Inland Revenue General Tax Enquiry Centre, Bush House, Strand. Mon-Fri 9-5pm.**  
438 6420.

Two PAYE Offices administer the WC2 area. Your employer will tell you which office deals with your tax:  
**London Provincial**  
*7 Highland House,*  
*Victoria Bridge Street,*  
*Salford M60 9EL.*  
0161 829 8000.







**London Provincial**  
10 Tyne Bridge Tower,  
Gateshead NE8 2DT.  
0191 477 0207.  
**Schedule D tax payers and  
Corporation Tax contact:**  
68-70 Red Lion Street,  
WC1R 4NB: Mon-Fri 8.30-  
4.30pm. 242 6606.

**Injury at work:** If you are injured or suffer illness at your workplace you may be entitled to compensation from your employer. To support your claim you must:

1. Obtain a medical report from your GP as soon as possible.
2. Take names and addresses of people who witnessed the accident.
3. Log incident in your workplace accident book.
4. Get advice from your Union or a solicitor.
5. NEVER sign anything without taking independent advice.



You may be able to apply for benefits, even if you continue in work.

(See also 1.2) Contact  
**Industrial Injuries Disabled  
Benefit Social Security Office**  
Broadstairs, Kent.  
01843 873000.

### 1.5 BENEFITS FOR DISABLED PEOPLE

Doctors provide disability certificates and occupational therapists (through the Social Services Departments) determine requirements for special facilities.

**Camden Social Services**  
79 Camden Road, NW1.  
Information Unit: 413 6666.  
For elderly and disabled persons a 24-hour call-out and monitoring service is provided by: Camden  
Careline 284 4081.

**Westminster Social Services**  
WC2 Duty Room, Kemp  
House, 1 Hopkins Street, W1.  
641 3073.

**Department of Social Security  
Information**  
Disabled Living Allowance  
0345 123 456.  
Disability Working Allowance  
01772 883 300.

**Attendance Allowance**  
(aged 65 or over)  
0345 123456.  
If you are unable to complete the form telephone 0800 441 144. Your details can be taken over the telephone and posted to you for verification and signature.

Advice and information also available from:  
**Disability Alliance**  
Universal House, Wentworth  
Street, E1 7SA: Publications  
11-3pm. 247 8776.

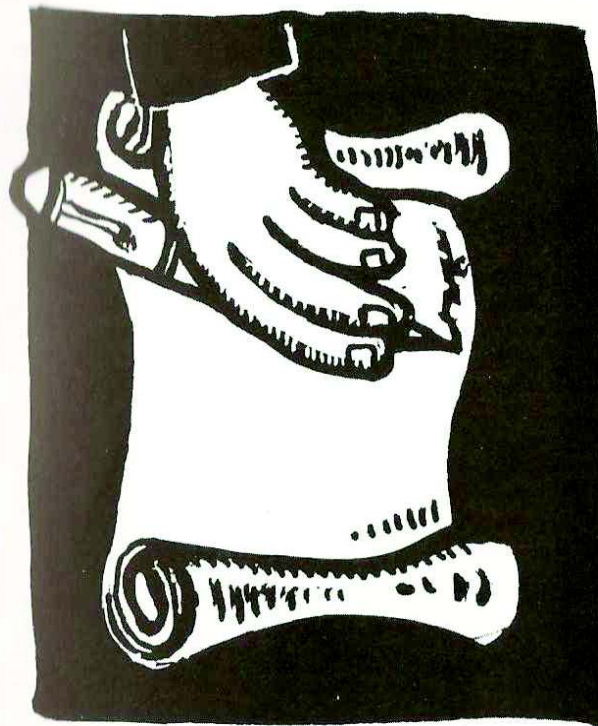
**Information on Social  
Security benefits**  
Advice line: 247 8763,  
Mon or Wed 2pm-4pm.

### 1.6 OTHER ENTITLEMENTS

You may be eligible for an Energy Action Grant if your home is poorly insulated and you are on benefit.

**Home Energy Efficiency  
Scheme** 0800 181 667.  
Cold Weather Payments (one-off grants) are given by Government. Details are published in the local press or on the radio.

## CHAPTER TWO BIRTHS, DEATHS AND MARRIAGES



### 2.1 CENTRAL REGISTRAR

(appointment only) 9.30am-12.30pm.

There has been a Central Registrar for all births, deaths and marriages since 1837. Searches can be made in person. A fee is charged for copies of certificates.  
Mon-Fri 8.30am-4.30pm.  
**Public Search Rooms**  
St Catherine's House,  
10 Kingsway, WC2B 6JP.  
242 0262.

### 2.2 REGISTRATION

**CAMDEN RESIDENTS**  
Camden Town Hall  
Judd Street, WC1. 278 4444.  
Mon-Fri 9.30am-12.30pm  
2.00pm-4.00pm; Sat

**WESTMINSTER RESIDENTS**  
Westminster Council House  
Marylebone Road, NW1.  
641 1160. Mon-Fri 9.30am-4.00pm.  
Out of office hours: 641 6000.  
A baby's birth must be registered within forty-two days. Deaths must be registered within five days. Present the death certificate provided by the doctor attending the death, the hospital or by a coroner (through the police). Death and Funeral grants are available. Widows may be entitled to additional

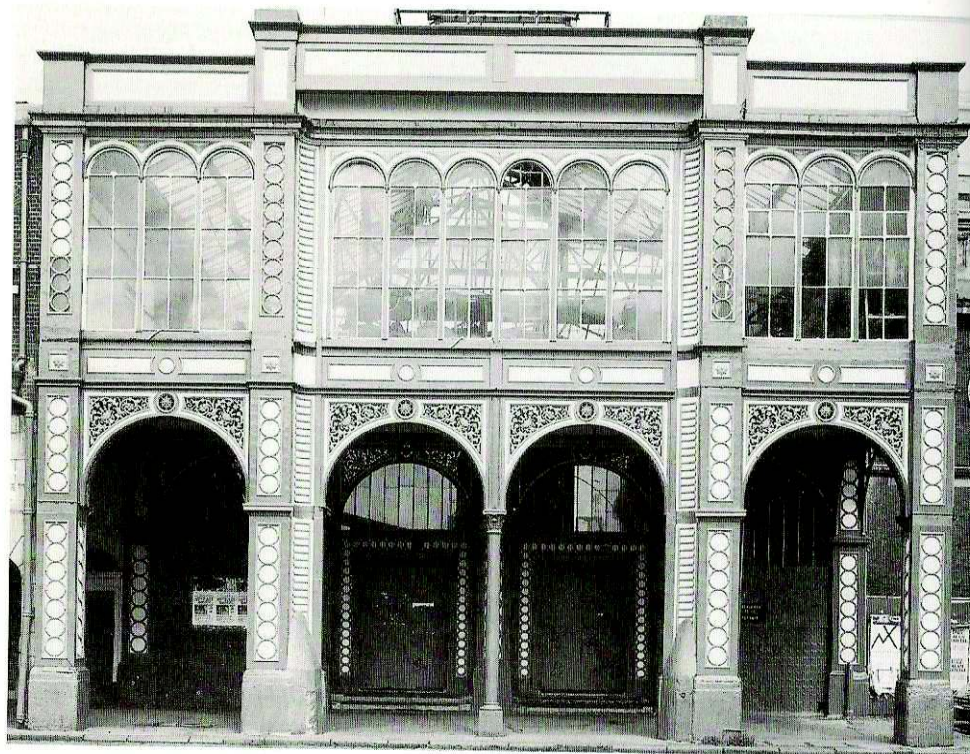
allowances, including widows pension and widowed mothers allowance; seek advice from your DSS office (see 1.2). Marriage ceremonies can now take place on various local authority licenced premises, e.g:  
**New Connaught Rooms**  
Great Queen Street.  
405 7811.  
**The Savoy Hotel**  
Savoy Hill. 836 4343.  
**The Waldorf Hotel**  
Aldwych. 836 2400.  
**The Royal Society of Art**  
8 John Adam Street.  
930 5115.

Once a date has been set, the Registrar is contacted for availability and to conduct the ceremony, for which there is a charge of £150-180 depending on the day required.

If you are a member of the Church of England, your marriage, including the Licence, can be arranged at your Parish Church, listed in Chapter Ten. Further advice from: **Archbishop's Faculty Office** 1 The Sanctuary, Westminster Abbey, SW1. 222 5381.

For most other denominations, a Licence and the legal form of marriage must be held at a Registrar's offices or other premises licensed for marriages which do not have to be in the area where you live. A civil marriage can be followed by a religious ceremony. For further details, seek advice either at your local Registrar's office or at your





The listed Floral Hall Portico that once graced the Covent Garden Piazza was removed by the Royal Opera House in 1997

regular place of worship.

For a local marriage counselling officer contact: **Relate The Wardens House**, 46 Crowndale Road, NW1 1PP. 380 1463.  
**London Marriage Guidance Council** New Cavendish Square. 580 1087.

## 2.3 FLORISTS

**Bloomsbury** 29 Gt Queen Street. 242 2840.  
**Chivers Flowers of London** 31 Newport Court. 434 4412. 9.15-5.45pm.

**Heath's** 43 Endell Street. 836 2500.

**My Fair Lady of Covent Garden** 6 The Piazza. 379 9130. 8.30-7pm.

**Rina's** 5 New Row. 497 9051  
**Wild Bunch Pitch** 20, Earlham Street. 10-7.30pm.

## 2.4 FUNERAL DIRECTORS

**France & Son Ltd** 41 Monmouth Street. 836 6851.

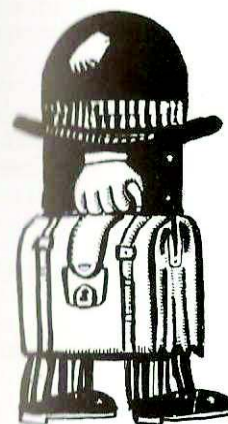
**Leverton & Sons Ltd** 212 Eversholt Street, NW1. 387 6075.

**Jewish Joint Burial Society** NW Reform Synagogue, Alyth Gardens, NW11. 0181 455 8579.

## Bereavement advice and counselling:

**Camden Bereavement Service** Instrument House, 207-215 Kings Cross Road, WC1. 833 4138.  
**London Association of Bereavement Services**, 356 Holloway Road, N7 6PN. 387 8134.

# CHAPTER THREE BUSINESS



**I**n 1991 the CGCA set up the **Covent Garden Business Group** with the aims to: Protect and promote business interests in Covent Garden, provide a unified voice for all businesses in Covent Garden, promote Covent Garden as a thriving trading centre, stimulate development of enterprise and growth in the locality, provide advice on specific issues threatening businesses, increase awareness of Covent Garden and what it offers, provide advice on specific issues affecting its members, represent and promote the business interests of its members and support the CGCA in its work.

The annual membership fee which entitles businesses to general advice starts at £100. Our Business Group Co-ordinator deals with enquiries and helps with problems. Tel: 209 2515. e-mail: [cgbusgroup@aol.com](mailto:cgbusgroup@aol.com)

**The Covent Garden Independent News** (circulation of 5000) is published by CGCA. Articles are invited for inclusion in the Business Focus section.

The CGCA has a long experience of successful campaigns. The Business Group is currently campaigning for a fairer rating system, improvements to Covent Garden Underground Station and the control of illegal street traders. Seminars and meetings are organised and advice can be arranged for business members on:

- rates and rents
  - town planning
  - legal matters
  - public relations and marketing
  - financial
  - patents and trademarks
- Local businesses willing to assist in training out-of-work young people contact **Bruce House Development Skills Centre**, Kemble Street, WC2. 379 5371.

## 3.1 BUSINESS SERVICES

Services offered by the Business Group members. (See also 3.5 Useful Contacts)

**ARCHITECTS & PLANNERS**  
**CGHP** 41 Great Windmill Street, W1. 439 0254.  
**Strategic Planning Advice Ltd** 19 Garrick Street. 240 7788.  
**Burrell, Foley Fischer** 15 Monmouth Street, WC2. 836 5097.

**Carden & Godfrey** 9 Broad Court, WC2. 240 440.  
**RHWL Partnership** 77 Endell Street, WC2. 379 7900.

## ACCOUNTANTS

**Arthur Anderson & Co** 1 Surrey Street. 438 3262.  
**Pielle Museum House**, Museum Street, WC1. 323 1587.

## ADVERTISING/PR AND MARKETING AGENCIES

**Addition PR** 19 Garrick Street. 240 5222.  
**Conal Walsh & Stewart Ltd PR** 10 Stukeley Street. 405 8638.  
**Creative Centre Ltd** 49 Neal Street. 240 1136.  
**Creative Impression Ltd** 11-13 Macklin Street. 405 4772.  
**The Quentin Bell Organisation** 22 Endell Street. 379 0304.  
**Scarab Marketing & Advertising** 30 Charing Cross Road. 379 3565.  
**IMC UK Ltd** 45 Neal Street. 240 8494.  
**The Legas Delaney Partnership** 233 Shaftesbury Avenue, WC2. 836 4455.  
**Media Works** 188-189 Drury Lane. 404 7104.  
**Golley Slater PR** 42 Drury Lane. 240 5131.  
**The CSA Partnership** 28a James Street. 836 2621.  
**Portfolio Communications Ltd** 26 West Street. 240 6959.  
**Lindsay Brown Associates** 19 Garrick Street, WC2. 240 4460.





**Vantage Productions & Events** 19a Floral Street, WC2. 379 7020.  
**Portfolio & Metrica** 26 West Street, WC2. 240 6959.  
**Hill Watson Company** 28-32 Shelton Street, WC2. 379 7706.

#### CHARTERED SURVEYORS/ PROPERTY SERVICES

**Catella Kent House**, 14-17 Market Place, W1. 631 5313.  
**Copping Joyce** 196 Shaftesbury Avenue. 836 2888.  
**Drury Estates** Betterton Street. 379 4816.  
**Houston Lawrence** (Commercial property specialists in Covent Garden) 497 2292.  
**Shaftesbury plc** (property owners) 333 8118.  
**Hayler Osborne** 24 Brook Mews, W1. 491 1223.  
**Michael Joyce Consultants** 19 Garrick Street, WC2. 836 6801.

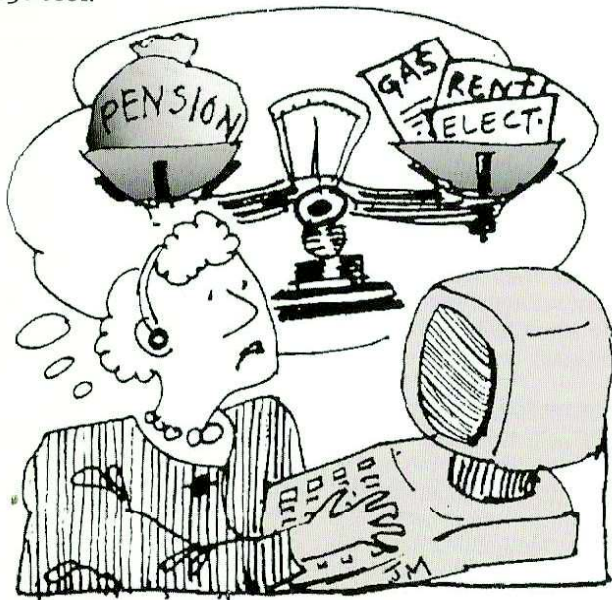
**Monopro** 20 Queens Gate Terrace, SW7. 589 4448.  
**Ashley Associates** 77 Long Acre, WC2. 240 2210.  
**Capital & Counties** 40 Broadway, SW1. 887 7030.  
**Covent Garden Estates** 7 Stafford Street, W1. 629 8989.  
**Robin Calver** 33 Bedford Street, WC2. 497 0402.

#### PUBLISHERS

**Dorling Kindersley Ltd.** 836 5411.  
**Forbes Publishing** 495 0120.  
**Cramer Music** 23 Garrick Street, WC2. 240 1612.  
**IAACG** 19 Shorts Gardens, WC2. 240 9731.

#### RECRUITMENT CONSULTANTS

**Christopher Mill & Partners** Russell Chambers, Covent Garden Piazza. 379 5996.  
**Recruitment Company** 5 Garrick Street. 831 1200.



#### SOLICITORS

**Sweepstone Walsh** 9 Lincoln's Inn Fields. 404 1499.  
**Sidney Torrance & Company** 38 Monmouth Street. 240 0483.  
**Sue Tuck & Co** 11 Betterton Street. 379 0344.  
**Farrer & Co.** 66 Lincoln's Inn Fields, WC2. 242 2022.  
**Wedlake Bell** 16 Bedford Street, WC2. 379 7266.  
**Gordons** 22 Gt James Street, WC1. 404 4041.

#### SECURE TRANSACTIONS GROUP

**De la Rue PLC** 6 Agar Street. 836 8383.

#### 3.2 RATES

Business rateable values are assessed by the Inland Revenue. Rates are calculated by multiplying the rateable value of the property by the Uniform Business Rate set by Government. Rates are collected by Councils on behalf of central Government.

A revaluation of properties is undertaken by the Inland Revenue every five years. Current rateable values came into effect on 1st April 1995. For information or to appeal against a valuation or to request a revaluation contact:

**Westminster and WC2 District Valuation Office** (administration) New Court, Carey Street. 324 1075.

**WC2 and Westminster District Valuation Offices** 6/7th floors, Wingate House, 93-107 Shaftesbury Avenue. 390 4100.  
 Enquiries on business rates:

**Camden Town Hall Chief Clerk, Finance Department**, Argyle Street, WC1H 8NJ. In person: Mon-Fri 9am-4.30pm.  
 By telephone, excluding Weds, general enquiries, bill collection, account enquiries, administration: Areas 001-003, 008, 011, 012: 413 6460.  
 Areas 004-007, 009, 010, 013-017: 413 6462.

**Westminster City Council** 6th floor - Finance Department, City Hall, Victoria Street, SW1. General enquiries and rating list: 641 3485.  
 Account enquiries: 0181 315 2050/1/5.  
 Recovery Department: 0181 315 2033. Mon-Fri 9.00am-4.30pm.

#### 3.3 EUROPEAN BUSINESS INFORMATION

**European Community Commission London Information office**, 8 Storey's Gate, SW1P 3AT. 973 1992. Mon-Fri 9.00am-6.00pm.  
 Activities and policies of the EC: Library Mon-Fri 10.00am-1.00pm.  
**European Documentation Department** British Library of Political and Economic Science, London School of Economics, 10 Portugal Street. 955 7273.  
 During Term: Mon-Fri 9.00am-9.20pm.  
 During Vacation: Mon-Fri 9.00am-7.00pm.  
**Export Market Information Centre** Department of Trade and

**Industry**, Ashdown House, 123 Victoria Street, SW1. 215 5445. Publicly accessible library of overseas market intelligence. Mon-Fri 9.30am-5.30pm.

**Export Clubs** Kingsgate House, 66/74 Victoria Street, SW1. 215 4943.  
**European Depository Library** Westminster Central Reference Library, 35 St Martin's Street. 641 2034. Mon-Fri 10.00am-7.00pm, Sat 10.00am-5.00pm.  
**London Chamber of Commerce** European Information Centre, 69 Cannon Street EC4N 5AB. 248 4444. Information/referral free to members. Non members are charged a fee. Mon-Fri 9.30am-5.30pm.  
**Centre for European Business Information** (Greater London Business Centre) Bastille Court, 2 Paris Garden SE1 9ND. 489 1992. Free advice and referral for small and medium businesses. Mon-Fri 9.00am-5.00pm.

**European Parliament** 222 0411.  
**European Investment Bank** 839 3351.  
**European Bank of Reconstruction and Development (EBRD)** 338 6000.

#### 3.4 ADVICE AGENCIES

**Westminster Chamber of Commerce** Mitre House, 177 Regent's Street, W1R 8DT. 734 6392.  
 Mon-Fri 9.30am-5.30pm  
**Camden Chamber of Commerce** 51 Lamb's Conduit Street, WC1. 405 2515.

**Camden Enterprise Agency** Camden Business Centre, 57 Pratt Street, NW1 0DP. 482 2128.  
 Free advice on starting up and for existing businesses. Agents for Greater London Enterprise - grants available.  
**Westminster Enterprise Agency** 71 Praed Street, W2. 706 4266.  
 Free advice and counselling to start up and existing businesses. Agents for Greater London Enterprise - grants available.  
 Mon-Fri 9.00am-5.00pm.  
**Camden Trading Standards** 413 6925.

**Camden Economic Development Unit** 5th Floor, Camden Town Hall, NW1 2RU. 860 5746.  
 Strategic unit dealing with overall economic development of the borough. Mon-Fri 9.00am-5.00pm.  
**Westminster Trading Standards** Westminster Council House, Marylebone Road, NW1. 641 1111.  
**Department of Trade and Industry** Ashdown House, Victoria Street, SW1V 1BT. 215 5000.  
 Clearing house/referral. Regulates businesses in the UK. Mon-Fri 9.00am-5.00pm.  
**DTI Regional Department (South East)** Bridge House, 1 Walnut Tree Close, Guildford, Surrey GU1 4GA. 01483 882255.  
 Free general and export advice and counselling. Enterprise Initiative (financial help with consultants fees to help businesses). Develops small businesses and helps open new markets.







Mon-Fri 9.00am-5.00pm.  
**Central London Training and Enterprise Council (CENTEC)**  
 12 Grosvenor Crescent, SW1X 7EE. 411 3500.

Free business advice on setting up new businesses, training initiatives and employment training. Grants available and business 'Start up Programme' for unemployed.

Mon-Fri 9.00am-5.00pm.  
**Federation of Small Businesses**

2 Catherine Place, SW1. 233 7900.

Members only, free legal advice and counselling.  
**Greater London Business Centre** 0800 222 999.

Free telephone advice/referral service. Mon-Fri 9.00am-5.00pm.

**London Enterprise Agency (LENTA)** 4 Snow Hill, EC1. 236 3000. Free advice and referral service.

**City Business Library**  
 1 Brewers Hall Garden, EC2. 638 8215. Public reference library. Research undertaken (fees charged) 600 1461.

Mon-Fri 9.30am-5.00pm.

**Confederation of British Industry (CBI)**  
 Centrepont, 103 New Oxford Street, WC1A 1TU. 379 7400. Information and services for corporate members.

Mon-Fri 8.30am-6.00pm  
**Advisory Conciliation & Arbitration Service (ACAS)**  
 Clifton House,  
 83-117 Euston Road, NW1. Free advice. 396 5100.

**Companies House**  
 55-71 City Road, EC1Y 1BB. 253 9393.

Register of companies,

personal searches and searches undertaken of company records (fees charged).

Mon-Fri 9.00am-5.00pm.  
**The Advertising Standards Authority Ltd**

Brook House, Torrington Place, WC1E 7HN. 580 5555.

Mon-Fri 9.30am-5.30pm.

**The Business Information Service**

25 Southampton Buildings, Chancery Lane WC2. 323 7454. Mon-Fri 9.30am-5.00pm.

**Social Security Advice Line**  
 0345 143143. Advice for employers on National Insurance Contributions.

### 3.5 USEFUL CONTACTS

#### BOOKSHOPS

**HMSO Books**

49 High Holborn, WC1. 873 0011. Mon-Thur 8.30am-5pm, Fri to 4.30pm.

#### BUSINESS TRAINING

**Central London ITEC**  
 9 Great Newport Street. 240 8377.

**Martran Marketing College**  
 15 Macklin Street. 379 1032.

**Office Skills Centre**  
 Dragon Court, Macklin Street 242 0566.

#### COMPUTER GRAPHICS/FILM PRODUCTION & CONSULTANTS

**Abacus Film Production**  
 40 St. Martin's Lane. 240 1277.

**Angell Sound Studios**  
 Garden House,  
 49a Floral Street. 333 0808.

**Metropolis Video**  
 8 Neal's Yard. 240 8423.

**Carlton TV** 101 St Martin's Lane. 240 4000.

**Frontline TV Services**

44 Earlham Street. 836 0411.  
 68 Chandos Place. 928 2971.

**Phoenix Films**

6 Flitcroft Street. 836 5000.  
**TSI Video** 10 Grape Street. 379 3435.

#### CONFERENCE FACILITIES

**Drury Lane Moat House Hotel**  
 Drury Lane. 208 9988.

**Strand Palace Hotel**  
 Strand. 257 9000.

**New Connaught Rooms** 61-65  
 Gt Queen Street. 405 7811.

#### ESTATE AGENTS, VALUERS/SURVEYORS

**Catella Kent House**, 14-17  
 Market Place, W1. 631 5313.  
**Copping Joyce**

196 Shaftesbury Avenue. 836 2888.

**Drury Estates**

Garden Studios, 11-15  
 Betterton Street. 379 4816.

**EA Shaw & Partners**  
 19 Bow Street. 240 2255.

**Houston Lawrence**  
 Marlborough House,  
 Tower Street. 497 2292.

#### FINANCIAL ADVISORS, BANKS AND INVESTMENT SERVICES

**Barclays Business Centre**  
 357 Strand. 445 5300.

**Citibank** 336 Strand. 438 1000.  
**Delany Fletcher Slaymaker**

**Delany Bozell** 25 Wellington  
 Street. 836 3474.

**Fiona Price & Partners** 33  
 Great Queen Street. 430 0366.

**First National Bank of Chicago**  
 Chicago House, Long Acre. 240 7240.

**Financial Objects Ltd**  
 45 Monmouth Street. 836 3010.

**Langbourn Property Investment Services Ltd**  
 8 Hill Street, W1. 493 3325.

**Lloyds Bank**

22 Southampton Street. 836 3045.

**Midland Bank**

16 King Street. 599 3600.  
**National Provident Institution**

PO Box 227.

48 Gracechurch Street, EC3. 623 4200.

**TTT Moneycorp**

35 Long Acre. 836 9000.

#### MANAGEMENT CONSULTANTS

**Pagoda Associates Ltd**  
 55 Neal Street. 497 2280.

#### PATENTS & TRADEMARKS

**The Patent Office**  
 25 Southampton Street.

438 4700.

**Williams Powell & Associates** 34 Tavistock  
 Street. 836 3336.

#### PHOTOGRAPHY/FILM DEVELOPERS

**Michael Dyer Associates Ltd**  
 110 Endell Street. 240 0165.

**Snappy Snaps**

175 Drury Lane. 405 4400.  
 25 Garrick Street. 836 3040.

**Team Photographics**  
 37 Endell Street. 240 2902.

**Visual Eyes Ltd**  
 11 West Street. 836 3004.

#### PRINTERS

**KWT Printing Services Ltd**  
 80 Long Acre. 240 2062.

**Lightning Photographic**  
 11-13 Shelton Street, WC2. 240 4770.

**London Print Company**  
 312 Shaftesbury Avenue. 497 2862.

## CHAPTER FOUR EDUCATION



### 4.1 LOCAL EDUCATION AUTHORITIES

**Camden LEA Crowndale Centre**, 218-220 Eversholt  
 Street, NW1. 911 1525.

**Camden Education Reception Desk** (open 8.30am-5pm) provides information and application forms on Camden's education facilities and funding details.

**Westminster LEA**

**City Hall**, Victoria Street, SW1. 641 1816. Help with placements and information regarding education throughout Westminster.

### 4.2 NURSERY SCHOOLS

**Christopher Hatton Nursery School** 38 Laystall Street,  
 Roseberry Avenue, EC1.

278 2232.

**St Leonard's Nursery School**  
 41 Brunswick Square, WC1. 837 1039.

Also refer to **Chapter 5.2** for other pre-school education and nurseries.

### 4.3 PRIMARY SCHOOLS

**All Souls' (C of E).**

**Foley Street**, W1. 580 4881.

**Argyle School Tonbridge Street**, WC1. 837 4590.

**St Albans (C of E).** **Baldwin's Gardens**, EC1. 242 8585.

**St George The Martyr (C of E).**  
**John Mews**, WC1. 405 5640.

**St Joseph's (RC).**  
**Macklin Street**. 242 7712.

**St Clement Danes (C of E).**  
**Drury Lane**. 836 3787.

**Soho Parish (C of E).** 23 Great  
 Windmill Street, W1. 437 2736.

### 4.4 SECONDARY SCHOOLS (mixed unless stated)

**St Paul's St Paul's Way**, E3. 987 1883. 11-16 years.

**Grey Coat Hospital (C of E),**  
**Grey Coat Place**, SW1.

828 0968. Girls only 11-19.





Haverstock County School  
Crogsland Road, NW1.  
267 0975.  
JFS Jewish Voluntary-aided  
School 175 Camden Road,  
NW1. 485 9416.  
South Camden Community  
School Charrington Street,  
NW1. 387 0126.  
London Nautical School  
Stamford Street, SE1.  
928 6801. Boys only.  
Maria Fidelis Convent School  
Lower School, North Gower  
Street, NW1. 387 2359.  
Upper School, Phoenix Road,  
NW1. 387 3856. Girls only,  
ages 11-19.  
Pimlico School Lupus Street,  
SW1. 828 0881. 11-19 years.  
St Marylebone School (C of E).  
64 Marylebone High Street,  
W1. 935 4704. Girls only,  
ages 11-19.

#### 4.5 SIXTH FORM COLLEGES

Sixth form, adult, vocational  
and non-vocational training.  
Telephone individual colleges  
for details:  
Kingsway College Sidmouth  
Street, WC1. 278 0541.  
City and Islington  
Bunhill Row, EC1.  
638 4171.



#### 4.6 ADULT EDUCATION

Camden Adult Education  
Service 388 7106.  
Westminster Adult Education  
Service 286 4475.  
City Lit Stukeley Street, WC2.  
242 9872 & 831 4084.  
Adult Education Centre  
providing day, evening and  
weekend classes. Prospectus  
from CGCA or libraries.  
Women's Computer Centre  
Wesley House, 4 Wild Court.  
430 0112. Educational and  
Training Centre for women of  
all ages to learn computing  
skills. Has drop-in sessions.  
Women's Training Link  
4 Wild Court. 242 6050.  
London Enterprise Agency  
4 Snow Hill, EC1. 236 3000.  
Bruce House Skills  
Development Centre Kemble  
Street, WC2. 379 5371.

#### 4.7 SPECIAL NEEDS

Camden Special Educational  
Needs 911 1525.  
Westminster Special  
Educational Needs 641 1425.  
Camden Society for People  
with Learning Difficulties  
245 Royal College Street,  
NW1. 485 8177. Activities for  
children and adults.  
Centre for Deaf People and  
Speech Therapy Keeley  
House, Keeley Street.  
430 0548. Part of City Lit –  
telephone for prospectus.  
Community Learning  
Difficulties Team Bedford  
House 125/133 Camden High  
Street, NW1. 413 6666.  
Section for Independence  
Through Education at  
City Lit, Stukeley Street.  
831 4084.

Classes and workshops  
for people with learning  
difficulties and training for  
specialist trainers.  
National Association for  
Gifted Children  
Belder House, Milton Keynes.  
01908 673 677.  
WCC Learning Disabilities  
641 3073.

#### 4.8 GRANT INFORMATION

Mandatory grants for full time  
students are paid by local  
authorities. Currently frozen  
at 1990 levels, the maximum  
grant is £2845 for students  
studying in London and living  
away from home. Increments  
are available for mature  
students (26 plus) or for  
students with dependants.  
Contact your LEA (see 4.1)  
CAMDEN RESIDENTS:

A-D 911 1653.  
E-K 911 1575.  
L-P 911 1608.  
R-Z 911 1654.  
European Union Students  
911 6155.  
Ring between 1-4pm Tues  
and Thurs.  
For information on Student  
Grants and Loans, contact  
The Department of Education  
0181 952 2366.

For free school meals,  
travel assistance or help with  
school clothing contact your  
LEA (see 4.1)

For information on  
scholarship, trust and charity  
grants contact:  
Educational Grants Advisory  
Service c/o The Family  
Welfare Association,  
501-505 Kingsland Road,  
E8 4AU. 254 6251.

## CHAPTER FIVE ENVIRONMENT AND ENVIRONMENTAL HEALTH



**A**CTION BY businesses  
and residents can  
improve the environ-  
ment. Keep a record of letters  
and telephone calls and  
action promised; this  
will help if legal action is  
necessary later.

**COUNCIL CONTACTS:**  
Camden Director  
Environmental Health  
Department, The Town Hall  
Extension, Argyle Street

Residential Nuisance  
9am-5pm. 413 6912.  
Commercial Nuisance  
9am-5pm. 413 6921/  
860 5657.  
Camden Noisy Party Patrol  
Operates Fri & Sats between  
9pm-4am. 278 4444.

Camden operates the switch-  
board at other times, but for  
assistance outside these  
hours contact the police.

Westminster noise and  
air pollution control team  
operates twenty four hours  
every day. The team covers  
all noise nuisances.  
Office hours 8am-5pm,  
641 1166; other times  
641 6000.

**Taking your own action.**  
Some people may wish to  
take private action against a  
person or organisation which  
is causing excessive or  
disruptive noise. Taking legal  
action is fairly straightfor-  
ward and can be taken in  
easy steps. Many people  
have used this legal action,  
without the need of a  
solicitor. You can represent  
yourself during the hearings  
if you are able and feel confi-  
dent enough. The procedure  
is not difficult and advice is  
available from the CGCA,  
Citizens' Advice Bureaux,  
other Law or Advice Centres  
and the Magistrate's Courts.  
A local authority cannot give  
advice on this. The  
Environmental Protection Act  
1990 (EPA), Section 82 can  
be used by both private and

entrance, WC1H 8EQ.  
278 4444.  
Westminster Director  
Environmental Services,  
Council House, Marylebone  
Road, NW1 5PT. 641 1197.

#### 5.1 POLLUTION CONTROL

Camden noise and air  
pollution team. Noise or  
pollution from vehicle  
exhausts, air-conditioning  
units, bonfires, building sites.





Council tenants, owner occupiers and any individual affected to deal with noise which amounts to a 'statutory nuisance'. It is beneficial if any dispute can be resolved in a friendly manner. They may not be aware that their actions are causing nuisance or the cause for complaint may not be under their control. A personal approach can sometimes obtain the desired result or, if you feel wary of approaching them personally, a polite letter may resolve the problem. On occasions, such an approach will result in improvements and even if it fails it will help to show to the courts that you have reacted reasonably. In the case of noise it usually will be necessary to show to the Courts that the noise unduly interferes with your comfort and convenience.

The Courts will balance your right to quiet enjoyment of your property with the right of the other party to use their premises in a normal manner. It is unlikely that the Courts would require complete silence as living in London requires a degree of tolerance towards noise, but you do not



have to experience unreasonable levels.

When deciding what is an unreasonable level, the Courts will look at the level and nature of the noise, together with its frequency, duration and the times and days the noise occurs. For example, a shift worker who has to sleep during the day, a home worker who needs complete silence to work etc., might be unlikely to be classified as average persons when deciding upon noise nuisance.

**Costs.** If you are successful the Court might make an order that the other person should pay your costs. You should keep a record of any costs that you have incurred or that your witnesses have incurred, e.g. having to take a day off work unpaid, travel expenses etc.

In other circumstances, magistrates have discretion as to how to award costs and either you or the nuisance maker could pay all or part of both sides' costs according to circumstances. In some cases you might be able to get legal aid to assist your case. This will only be available if you employ a solicitor to act on your behalf, and is subject to a test of your financial circumstances.

**Remember.** A friendly approach is always best. Make a copy of all letters you send, post by Recorded Delivery and keep all replies. Be prepared to suggest a remedy or solution to the Court.

Full advice on any aspect of this procedure, advice prior to taking action, copies of 'noise-log' sheets or assistance with taking action is available from the Covent Garden Community Association.

## 5.2 RODENTS AND PESTS

**Camden Pest Control**  
8am-4pm, 860 5976.

**Westminster Pest Control**  
7.30am-3.30pm, 641 1522.  
For residents only. Pests treated exclude wasps, bees and pigeons. Attends premises, administers treatment and advises.

## 5.3 WASTE COLLECTION & RECYCLING

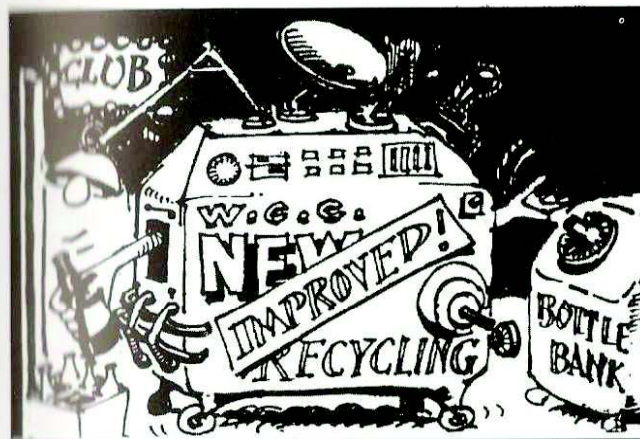
Local Authorities are responsible for street cleansing, waste collection and emptying bins. Onyx UK are the contractors for Westminster; Serviceteam for Camden. Refuse sacks should be securely tied and placed in the street not more than three hours before collection time indicated on signs. Dumping rubbish is an offence and can result in a fine. Refuse dumping should be reported to one of the hotline numbers.

**Camden Refuse Hotline**  
7am-5pm, 413 6914.

**Answerphone 5pm-7am.**

**Westminster Refuse Hotline**  
8.30am-5.20pm, 641 1177.  
Emergencies 641 6000.

Street cleansing services are monitored. Report any



problems with the service to:  
**Camden Cleansing Officer**  
413 6922.

**Westminster Cleansing Officer** 641 1177.

**Large items:**

Camden provides free collection of white goods (fridges, cookers, washing machines, etc.) by arrangement; for other large items a charge may be made.  
413 6914.

**Abandoned vehicles:**

**Westminster:** 641 1686.

**Camden:** 413 6914.

Garden and building waste and recycling of glass, paper, cans, plastic, metal (including fridges, cookers and washing machines) oils and rags are at Regis Road, NW5. Open seven days a week. 8am-4pm. 485 1553.

**One Stop Recycling Centre**  
North Wharf Road, W2.  
641 1473.

Bottlebanks are located at Newport Place, the junction

of Phoenix and Stacey Streets, the junction of Endell Street and Shaftesbury Avenue and Crown Court.  
**Canbank:** Newport Place.  
**Paperbank:** Newport Place and Crown Court.

## 5.4 ROADS, PAVEMENTS AND STREET LIGHTING

**Camden Highways Maintenance helpline**  
413 6947.

**Westminster Highways Maintenance helpline**  
641 3875.

If a defective pavement causes an accident you may be able to claim compensation from the local authority. To establish a claim it is important to:

- Obtain a medical report from your doctor as soon as possible.
- Take names and addresses of people who witnessed the accident.
- Report what occurred as soon as possible to the police.
- Get advice from your solicitor.

● NEVER sign anything without taking independent advice.

You may also be entitled Sickness Benefit, Industrial Injury Benefit or Invalidity Benefit from the DSS. You may claim if you do not have to stop work. DSS office details in Chapter 1.

## 5.5 STREET NUISANCE

Unauthorised building activity, unlicensed or badly-managed skips, obstructions, advertising boards, and tables and chairs on the highway, flyposting, estate agents boards and illegal trading:

**Camden** 413 6937.

**Westminster** 641 2560.

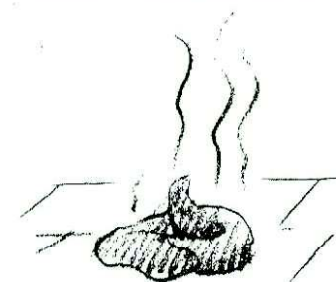
**DOG FOULING:**

**Westminster** 641 3278.

**Camden** 413 6941.

## 5.6 LICENSING

Councils are responsible for issuing licences and for ensuring compliance with regulations. An Entertainment Licence is required where public entertainment is provided or



STREET NEW-SCENTS!





Telephone for times and days of services. Community Mental Health Team, Health Visitors, District Nurses, Physiotherapists, ante- and post-natal classes, family planning, child psychiatry and eye clinic, chiropody, parents and toddlers group, speech therapy.

**Covent Garden Health Centre**  
Odhams Walk, 8-12 Neal Street. 240 8484.  
Family planning, pregnancy testing, antenatal classes. Hearing assessments and development checks, speech therapy and chiropody by appointment. Community health teams based at clinic go out into the community to provide services. Phone for times and days of services.

**Marshall Street Clinic**  
14-16 Marshall Street, W1. 437 6091. Deals with all aspects of child health care. Mon-Fri 9am-4pm. Baby clinic, Weds 1.30-3.30pm.



Keep fit at Covent Garden underground

## SERVICES FOR HOMELESS PEOPLE:

**Parker House Medical Centre**  
25 Parker Street, WC2. 831 3452.  
Walk-in services on first come, first served basis providing:  
**Nurse**  
Tue & Wed 9.30am-12.30pm.  
**Doctor**  
Mon & Wed 8.00am-10.00am, Tue 11.30am-1.30pm, Thur 2.00pm-4.00pm.  
**Optician**  
Wed 9.30am-12.30pm.  
**Dentist**  
Tue & Wed 2.00pm-4.30pm.  
**Chiropodist**  
Thur 2.00pm-4.00pm.  
**Hairdresser**  
Wed 9.30am-12.30pm.  
**Kings Cross Primary Care Centre** 264 Pentonville Road, N1. 530 5770. Open evenings 7.00-11.00pm. Doctors and nurses available every day. No appointments necessary.

## GENERAL PRACTITIONERS

Register at a convenient surgery. You will be asked to fill in a form and you may be asked to see the doctor or to have a general medical. If you cannot find a doctor who will accept you, contact your Health Service Authority (see 6.1.)

**Covent Garden Medical Centre** 47 Shorts Gardens (24hr). 379 7209.  
Dr Tsang (F),  
Dr Pathmanathan (M),  
Dr Ackland (F)  
Mon-Fri 8.30am-7.00pm  
Sat & Sun 9.00am-1.00pm  
Bank Holidays 9.00am-1.00pm.  
Emergency and same day appointments are available. Services include dietician, physiotherapist, counsellor, social worker, family planning, antenatal, children's and well-woman clinics, heart disease & cholesterol screening, diabetic and asthma clinics and vaccination for foreign travel. Operates a Patient Participation Group.

**Dr Mo Surgery (M)** 8 Neal Street 379 7872. Mon-Fri 10am-12.30pm and 4-6pm; closed Thur afternoons.

**Drs Lee (F) & Murphy (F)**,  
2 Hanway Place, W1P 9DF  
323 0760. Mon-Fri 9.30am-1pm & 2-6pm.  
Surgeries: 9.30-11.30am and 3-6pm. Services include well-person clinics (m & f), antenatal clinic, family planning, immunization.

## DENTISTRY

Register under the NHS in the same way as you register with a doctor. When accepted you become a Continuing Care (over 18) or a Capitation Patient (under 18). You remain registered unless two years or more pass without you seeing a dentist. If you are not registered you are a casual patient and not entitled to emergency work. Dentists can offer a mixture of NHS and private services, ensure that you understand the work to be undertaken and the charges. For NHS dental treatment complaints please contact your local Community Health Council (see 6.1.)

**Covent Garden Dental Practice**, 61g Odhams Walk, 836 9161. Mon-Fri 9am-1.30pm & 2.30-5pm, with evening surgeries Tues to 7pm & Wednesdays 6pm.

**Branston & Rafael**  
4 Sheldon Mansions, Charing Cross Road. 836 9259.  
Only children and exempt charge patients accepted as new NHS patients.

**Michael J Forster Dental Surgery** 48 Bedford Street. 836 3916.

**Drury Lane Dental Surgery**  
59 Short's Gardens. 240 1778. (Only children accepted as new NHS patients).

**James Green** 55 Endell Street, WC2. 379 7575.

## OPTICIANS

Ask the optician if you believe

you are entitled to a free sight test. You do not have to buy glasses from the testing optician. The optician will provide a prescription and you can shop around. If you are incapacitated contact the local Health Authority (see 6.1) to arrange a sight test at your home.

**Chatoo & Co Ltd**  
176 Strand. 240 8701.  
**Opera Opera** 98 Long Acre, Odhams Walk. 836 9246.  
**David Clulow** 51 Long Acre, WC2. 240 8284.

## 6.3 CONTRACEPTION & MIDWIFERY

**Contraception Clinics**  
**Brook Advisory Centre**  
233 Tottenham Court Road, W1. 580 2991.  
Contraception, pregnancy testing and counselling for teenagers and young people.  
**Marie Stopes Family Planning and Well-Woman Clinics**  
388 4843.  
**Pregnancy Care and Counselling Service (Life)**  
0181 566 7618.  
**Abortion Referral and Advice**  
388 4843.  
**Vasectomy and Sterilisation**  
388 5554.

**Midwifery**  
**Community Midwives**  
380 9567.  
**University College Hospital**  
Grafton Road, W1 (24hrs). 288 5111. Mon-Fri 8.30am-4.30pm.

## 6.4 DISABILITIES

Camden Social Services Department provides a

wide range of services for vulnerable or disabled adults and children.

General Enquiries ring 413 6666, visit *Social Service Reception at Crowndale Centre, Eversholt Street, NW1* hours 9am-5pm.

**Camden Social Services Emergency Duty Service**  
open Mon-Fri 5-9pm, 278 4444; Minicom 413 6096.

Equipment for physical disabilities is provided to improve independence in the home after assessment by an occupational therapist. Equipment includes bath seats, raised chairs, adapted cooking equipment, fitted stair rails, lifts or ramps. Elderly, disabled, children, mental health, occupational therapy and Aids. Contact Social Service Occupational Therapists at: **Camden Social Services Information Unit** 79 Camden Road, NW1. 413 6656.  
**Adult Independent Brokerage Section.** This section enables people with severe physical disabilities to live at home by providing financial assistance and care helpers. *Social Services* 413 6666.  
**Westminster Social Services**  
WC2 Duty Room, Kemp House, 1 Hopkins Street, W1. 641 7275.  
**Westminster Disability Information Service**  
10 Warwick Row SW1E 5EP. 641 2777.  
**St Pancras Hospital**  
St Pancras Way, NW1. 387 4411. Opticians-eye test, advice and provision of







glasses and contact lenses. Patients usually seen immediately at home.

## 6.5 HIV AND AIDS

**Camden Housing Advice**  
860 5942.  
Camden CAB HIV Project provides free, confidential and impartial advice  
483 4283.

**WESTMINSTER HIV SERVICES**  
**Social Work Team**  
0181 964 5860.  
**Home Care Team**  
0181 964 5859.  
**Occupational Therapy Team**  
0181 964 5863.  
**National AIDS 24hr Helpline**  
0800 567 123.  
Ring for information on Language lines.

**Terence Higgins Trust**  
Mon-Fri 3-10pm. 242 1010.

## 6.6 SUBSTANCE MISUSE

Drugs information and advice:  
**Camden Social Services**  
278 4444.  
**Westminster Social Services**  
641 6000.  
**Alcoholics Anonymous**  
11 Redcliffe Gardens, SW10.  
352 3001.  
**Alcohol Concern Waterbridge House**, 32-36 Loman Street, SE1. 928 7377.

Rugby House Projects for drug and alcohol related rehabilitation and resettlement.  
**New Roots** 837 9323.  
**High Care Hostel** 404 1117.  
**Long Stay Houses** 916 7634.

**Release Legal & Emergency Drug Advice Service**  
388 Old Street, EC1.  
603 8654. Wed & Fri 2-5pm.  
Drugs advice and related legal problems.

**Turning Point Hungerford Drug Project**, 32a Wardour Street, W1. 437 3523.  
Confidential service for users, ex-users, family and friends. Advice, information counselling and referral.  
Mon-Fri 2-5.30pm; Tue, Thur, Fri 10am-1pm; Wed 6-9pm.  
Answerphone outside these times.

**Central London Action On Street Health (CLASH)**  
15 Bateman Buildings, Soho Square W1. 734 1794.  
Advice, counselling, needle exchange and primary health care.

**Drugs Helpline** 0800 776600.  
**Drugs Advice** 278 8671.  
Narcotics Anonymous meet on Mon evenings at the Covent Garden Community Centre.

## 6.7 PHYSICAL, SEXUAL & MENTAL ABUSE

**Women and Girls' Network London Women's Centre**  
4 Wild Court. 610 4678.  
Counselling and information service for women and girls who have experienced male violence.  
**Women's Aid National Helpline** 0117 963 3542.  
**Camden Women's Aid**  
251 6537. Advice for women suffering violence and referral to refuges.

**Camden Equalities Unit**  
Room 303, Town Hall, Euston Road, NW1. 860 5712.  
Advice on sexual harassment.  
**ISO-SAC** (In support of sexually abused children)  
PO Box 526, NW6 1SU.  
0181 284 2125.  
Counselling service for those affected by abuse.  
**Vulnerable Persons Unit**  
Holborn Police Station, 70 Theobalds Road WC1.  
0181 733 6365. Domestic, racial or elderly violence.  
**Kidscape** 152 Buckingham Palace Road, SW1. 730 3300.  
Campaign for child safety. Provides for the prevention of child sexual abuse.  
**NSPCC 24hr Helpline.**  
0800 800 500.  
**Church Army Women's Day Centre** For low income, unwaged or unemployed women. Legal advice, café, arts and crafts. *Open Mon-Sun. 1-5 Cosway Street, NW1. 262 3818. Fax: 402 8752.*

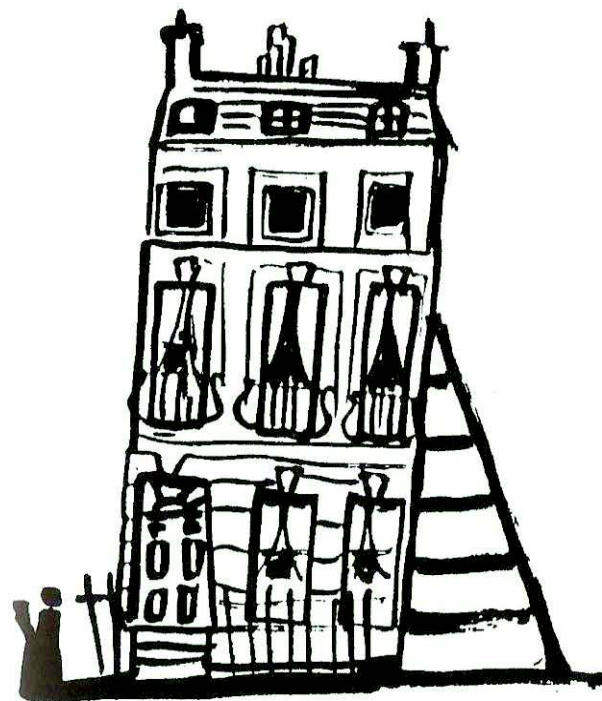
## 6.8 FIRST AID

**Red Cross** 9 Grosvenor Crescent, SW1. 245 6315.  
Run first aid courses and can provide useful literature.  
**St. John Ambulance Brigade**  
63 York Street W1H 1PS.  
258 3456. Provides training and courses in first aid.

## 6.9 VETERINARY SURGEONS

**Royal Veterinary College**  
Royal College Street, NW1.  
468 5000.  
**Animals Hospital**  
(Beaumont) Clinic Enquiries:  
387 8134.

# CHAPTER SEVEN HOUSING & BUILDING REPAIRS



## 7.1 LEGAL

Tenants and Landlords have legal obligations arising out of the agreement made at the time of taking up occupancy. If you are concerned about your tenancy agreement obtain specialist or legal advice.

There are several types of housing tenancies and licences: other than council tenancies, the standard tenancy is an assured tenancy. A long running letting may be a secure tenancy giving long term security of tenure.

Residential property can only be repossessed by a

court order. Homeless persons, housed by a private landlord through an arrangement with the council will only acquire an assured tenancy from the end of the first year. A secure tenancy is registered with the Rent Officer.

Shorthold tenancies are for a fixed term at the end of which the tenant can be required to vacate; the landlord must serve notice, but a new fixed term can be offered and accepted by the tenant. If no action is taken by the landlord the tenancy will become a standard tenancy with long term security of tenure. The rights of the landlord and tenant will depend on the facts

of the agreement and not whether it is called a licence or tenancy. In the event of a dispute the Court will decide the true nature of the agreement. Alterations to the terms of a tenancy agreement can only be made by mutual agreement between tenant and landlord or through the Rent Assessment Committee.

Information on private tenants rights of security and rents and leasehold enfranchisement is available from CGCA for a small fee.

If you believe the rent payable for your accommodation is too high, contact the fair rent office service. Comparisons with other properties will be required:  
**Camden Rent Officer Service**  
Swinton House, Gray's Inn Road, WC1. 837 6151.  
**Westminster Rent Officer Service** 51-61 Wigmore Street, W1. 486 6911.

If your approach to the rent officer produces no action you should contact:

**London Rent Assessment Panel** Newlands House, 37-40 Berners Street W1. 580 2000. Hearings with both parties present can be requested.

If you are unsure of your rights or about the terms of your tenancy, the following agency will advise:  
**Central London Community Law Centre** 19 Whitcomb Street, W1. 839 2998.  
Housing Enquiries: Weds, 3-7pm.

If you wish to complain about maladministration





with regard to legal services contact the Director:  
**Ombudsman of Legal Services**  
22 Oxford Court, Oxford Street,  
Manchester. 0161 236 9532.

If you are a Council, Housing Trust or Housing Association tenant with over five years tenancy and you are required to vacate your home for renovation or rebuilding, you are entitled to Home Loss Payments, a fixed sum for the loss of your home and Disturbance Grants, to cover the cost of the move. You must keep receipts to support your claim.

## 7.2 REPAIRS

Contact names and telephone numbers for emergency and non-emergency repairs for major landlords, housing trusts and associations are set out in 7.3. Confirm requests for repairs in writing, keeping a copy of your correspondence, and keep a record of telephone calls. Maintenance services are listed below. CGCA does not accept responsibility for work undertaken by people, organisations and companies listed herein.

Always ask for proof of identity before you let anyone enter your home. If in doubt telephone the police (999) and ask for assistance.

If the condition of home or business premises is affecting the health of yourself, your family or staff ask the Public Health Inspector to visit. A report from your Environmental Health Department will usually ensure a swift response from your landlord.

### CAMDEN:

**Environmental Health Department** *Camden Town Hall, Argyle Street, WC1. 278 4444.*

### WESTMINSTER:

**Environmental Health Department** *Council House, Marylebone Road, NW1. 641 3402.*  
It is inadvisable to undertake repairs through a private maintenance service, and deducting the cost from your rent, without taking legal advice. Failure to pay rent may result in an eviction notice being issued and property being repossessed.

### COUNCIL REPAIRS

#### CAMDEN TENANTS:

In the first instance, contact the estate manager either in person at:  
**Holborn District Housing Department** 28-30 Theobalds Road, WC1X 8NX. Mon-Fri 9am-12.45pm; Tues & Thurs 2-4pm. Or by telephone: Estate Manager 278 4444 ext. 3575; Area Team Managers 413 6302; Emergencies and out of office hours 278 4444. You can complete a repairs request form, available at reception during opening hours, which should be acknowledged by letter from the estate manager, including an order number and the date for the repair. If written notification is not received within a few days, contact the Area Team Manager. The letter will include a slip for you to return to the Council if the work has not been undertaken within the time indicated or the work is not completed satisfactorily.

### WESTMINSTER TENANTS:

Contact the Covent Garden & Soho estate management office. Within a few days notification of the repair order should be sent to you, sometimes via the caretaker, indicating a date for the work. If you do not receive notification contact the estate manager at the same office.  
**Covent Garden & Soho Housing Office** 103 Berwick Street, W1. Mon 9am-1pm, 1.45-4.30pm; Tue-Fri 9am-12noon.  
**Housing Management Officers** 641 3065.  
Emergencies 641 6000.

If the Council fails to respond within a reasonable period you may be entitled to a rent reduction. To apply write to the **Director of Housing** London Borough of Camden, Bidborough House, Bidborough Street, NW1.  
**City of Westminster** Westminster City Hall, Victoria Street, SW1.

### PRIVATE MAINTENANCE SERVICES:

#### AERIAL SERVICES

**TVI Commercial Information** 44 Earham Street. 379 1056.  
**5 Star Aerials** 2 Bedford Square. 224 5303.

#### BUILDERS

**Hutchings & Keasley Builders Ltd** 10 New Row. 836 9431.  
**Pat Devine Contractors** 22 Woodland Drive, St Albans AL4 0EU. 01727 861391.

### DECORATORS

**Sykes & Son Ltd** 23 Devereux Court. 353 9651.  
**Paul Abrahams** 38 Gt Russell Street, WC1. 637 7800.

### ELECTRICIANS

**Alliance Electrical Company Ltd** 9 Betterton Street. 836 2708.  
**London Electric Company** 27 Newton Street. 831 9899.  
**Phase Two Electrical** 188-189 Drury Lane. 405 2368.

### ENERGY MANAGEMENT

**Heatsave Ltd** 32 Wellington Street. 379 7255.

### GLAZIERS

**Caledonian Glass & Glazing Co** 251 Caledonian Road, N1. 607 4939.  
**Preedy Glass Stanley Works,** Coronation Road, NW10. 0181 965 1323.

### IRONMONGERS

**F W Collins & Sons** (also stocks timber) 14 Earham Street. 836 3964.  
**Robert Dyas** 97 St Martins Lane. 836 0611.  
**Burgess & Galer** 51 Brewer Street, W1. 437 4989.

### LOCKSMITHS

**V & P Fox** 23 Cecil Court. 836 2902.  
**Kingsway Lock & Key Co Ltd** 6 Sicilian Avenue, WC1. 836 4536. 24hr emergency service: 0831 401381.

### PLUMBERS

**T Nolan** 21 Cubitt Street, WC1. 837 6534.  
**D. O'Halloran** 0181 889 9596.  
**A&B Plumbers Heating Contractors** 0181 856 0466.

### SKIP HIRE

**Camden Municipal Engineering Group** 413 6956.

### TIMBER MERCHANTS

**Latchfords** 24-27 Warner Street, EC1. 837 1461.  
**Travis Perkins** 11 St Pancras Way, NW1. 387 6104.

### TV REPAIRS

**Fast Electronics** 20 Hanway Place, W1. 636 2520.  
**F J Trading Company** 6a Gerrard Street W1. 434 3843.

### 7.3 PRIVATE LANDLORDS, HOUSING ASSOCIATIONS AND TRUSTS

Principal private landlords, public authority housing and housing associations with property in Covent Garden and their agents where applicable:

#### PRIVATE LANDLORDS

**Freemasons Freemasons Hall,** Great Queen Street. 831 9811.

Property in Gt. Queen Street. E A Shaws act for the Grand Charity of Freemasons, dealing with property lettings and management. Tel: 240 2255.  
**Covent Garden Estates** 7 Stafford Street, W1. 629 8989.  
**Guardian Properties** Royal Exchange, EC3. 283 7101.  
Soho Housing Association administers Guardian Properties residential property in the Central Market Piazza, Russell Street and James Street.  
**Kleinwort Benson** 20 Fenchurch Street, EC3. 623 8000.  
**Hayler Osborne Chartered Surveyors** manage property in Thomas Neals. 491 1223.  
**MEPC** 12 St James Square, SW1Y 4LB. 911 5300.  
E A Shaws act for MEPC. 240 2255.  
**Mercers' Company** Mercers' Hall, Ironmonger Lane, EC2V 8HE. 726 4991.



With the demise of the GLC, the London Residuary Body sold off newly constructed public housing in Covent Garden. Mathews Yard was sold to Kleinwort Benson and leased back, for 40 years+, to Camden Council.







Property in Mercer Street, Long Acre, Shelton Street, Langley Street and Neal Street. Contact: *Colette O'Shea*.

**National Provident Institution**  
48 Gracechurch Street, EC3.  
623 4200. E A Shaws act for NPI's interests in Covent Garden, dealing with all aspects of property letting and/or management. Contact 240 2255.

#### **Shaftesbury plc**

*Pegasus House, 37 Sackville Street, W1. 333 8118.* Comyn Ching Triangle, properties in Earham Street, Tower Street, Shaftesbury Avenue, Chandos Place and St. Martin's Lane.

#### **Trafalgar House Property**

*Wellington House, Shelton Street/Mercer Street.*  
766 2000.

#### **Burford Property Group**

20 Thayer Street, W1. 224 2240. Jubilee Hall, Theatre Museum, property in St Martins Lane.

#### **Cecil Gasgoyne Estate**

Property between Charing Cross Road and St Martins Lane, including Burleigh Mansions and Talbot House.

**Housing Associations** are funded by **The Housing Corporation** 149 Tottenham Court Road, W1. 393 2000. An Ombudsman Service is available on 437 1422. If you feel the service given by your housing association is unsatisfactory contact the Housing Corporation. It supervises over 2,300 registered Housing Associations, ensuring that Associations provide well-managed homes at affordable rents.

#### **Community Housing**

**Association** 100 Chalk Farm Road, NW1 8EH. 267 7020. Property: Short's Gardens, Matthew's Yard, Endell Street, Shelton Street. Report faults at above number between 9.30am-5.30pm.

Outside office hours: 0181 840 7000 (ask for Pager number 2821389).

#### **Islington and Shoreditch Housing Association**

93 Shepperton Road, N1. 226 3753.

Properties: Thurston & Holland Buildings, Newton Street. Report faults to above number during office hours. Outside office hours refer to tenants handbook.

#### **Peabody Trust**

*Wild Street Estate Office:*

836 3880. *Head Office:*

45 Westminster Bridge Road, SE1. 928 7811.

Property: Wild Street; Bedfordbury; Nottingham House, Short's Gardens; Bruce House, Drury Lane.

Report faults to the Estate Manager on 836 3880. The Wild Street estate office deals with repairs to properties in WC2. If not satisfied with the response by the estate office, contact the head office.

#### **Seven Dials Housing Co-operative**

12-14 Shelton Street.

379 3534.

Property: Shorts Gardens, Endell Street, Neal Street, Shelton Street, Mercer Street and limited short-life accommodation. Report faults to above number Wed & Fri. Answerphone service other times.

#### **St Pancras Housing Association**

110 Eversholt Street, NW1 1BS. 209 9222.

Properties: Short's Gardens, Drury Lane, Cambridge Court Earham Street, Goldsmith Court Stukeley Street, Shaftesbury Avenue. Managed by Covent Garden Housing Co-op 379 0344 office hours, otherwise 0958 507658. Co-op responsible for rent collecting, maintenance but not allocations.

#### **St Pancras Housing Asscn.**

Offers a handyman service for older or disabled owner occupiers or private tenants in Camden, Islington and the City of London. Cost is £5 per hour +VAT, materials and cost of parking. Contact on 209 9203.

#### **Soho Housing Association**

*Archer House 8-10 Denman Street, W1V 7RF. 437 9141.*

Properties: Driscoll House Southampton Street, Sandringham Flats Charing Cross Road, Alcazar House Stacy Street, Pendrell House New Compton Street, Stukeley Street, Wellington Street, Floral Street and Russell Street. Report faults to above number between 9am and 5pm.

Answerphone service outside these hours gives details of contact numbers depending on fault.

#### **LOCAL AUTHORITY HOUSING:**

Camden properties at Dudley Court, Newton Street, Neal Street, Betterton Street, Endell Street, Drury Lane, Earham House Mercer Street among others.

#### **Holborn District Housing Department (South Team)**

*Bidborough House, 38-50 Bidborough Street, WC1.*

413 6302. Mon-Fri (except Wed): 9.30am-12 noon and 1pm-3pm.

Westminster properties at Odhams Walk, Siddons & Stirling, and Martlett Court. **City of Westminster Pimlico Estate Office** 641 2088.

**City of Westminster Covent Garden Estate Office**

641 3065.

**City of Westminster Customer Services and Housing Information Unit** (private sector) 64 Westbourne Grove, W2 5SH. 641 3605. Fax: 641 3602. Mon, Wed, Fri 9.30am-4.30pm; Tue, Thur 9.30am-12noon.

#### **7.4 HOSTELS & HOMELESS SERVICES**

If you have left home and want to let people know you are safe, Message Home will relay your message with no questions asked. 799 7662.

#### **London Borough of Camden Emergencies & Homeless**

**Persons Unit Housing Enquiry Desk:** 860 5999. Mon-Fri (ex

Wed) 9am-12noon and 1pm-3pm; Weds 9am-12noon; weekdays after 5.30pm; weekends & bank holidays: 278 4444.

#### **Westminster City Council Homeless Persons Unit**

*Crawford Place, W1. 641 1170.* Emergencies: 641 6000.

#### **OTHER AGENCIES:**

**Centrepont Soho** 2 Swallow Place, W1. 629 2229. Under-25 emergency night shelter with hostels at 55 Dean Street, W1 and 15 Berwick Street, W1. **House of St Barnabas** (women referrals-only hostel).

1 Greek Street, W1. 437 1894. Help with accommodation and job search for the homeless.

723 7544.

#### **Parker Street Lodgings**

(men only) 25-35 Parker Street. 831 3452.

Lodgings and medical service provided by Camden Council including doctor, dentist, optician and chiropodist. No appointments necessary.

#### **St Martin's-in-the-Fields Social Care Unit** 5 St Martin's Place.

930 4137. Day centre: TV, can-teen, welfare services, medical centre, housing advice and referrals.

#### **St Mungo's Hostel**

(men only), 83 Endell Street. 240 5431.

**Shelter Nightline** 0800 446

441. Lodgings and training for employment services for residents.

#### **Piccadilly Advice Centre**

100 Shaftesbury Avenue, W1. 437 1579.

#### **Field Lane Homeless Family**

**Centre:** Daytime drop-in centre: *Gregory House 48 Mecklenburgh Square, WC1.* 278 3873.

#### **Kings Cross Primary**

#### **Health Care Centre**

264 Pentonville Road, N1. 530 5770. Open 7.00pm-11.00pm.

#### **7.5 HOUSING ADVICE**

#### **Right to Buy**

**Camden Right to Buy Central Administration** Crowndale Centre, 220 Eversholt St. NW1.

860 5529(S) 860 6934(E) 860 6056(N).

#### **Westminster Home Ownership Centre**

91 Victoria Street, SW1. Mon-Fri 9am-4.30pm. 0800 454136.

#### **Private Sector Tenants Housing Advice**

Camden 413 6918. Westminster 641 1145.

#### **7.6 OTHER HOUSING AND HOMELESS SERVICES**

'The Big Issue' advertises properties to let and lists accommodation for the homeless.

#### **Communities and Homes in Central London (CHiCL)**

6 Southwark Street, SE1. 378 8300. Campaigns for affordable homes in central London.

#### **Camden Federation of Private Tenants**

30 Camden Road NW1. 267 5238. Campaigning organisation for tenants.

YOU'VE LOST YOUR HOME? WELL, MADAM, CAN YOU REMEMBER WHERE YOU LAST SAW IT?

