The Covent Garden Handbook has been compiled by the Covent Garden Community Association, and every care has been taken to ensure accuracy. However, as much of the information has been supplied by those organisations listed. The CGCA can not be held responsible for any cost or inconvenience that might arise as a consequence of any misinformation. We would like to be informed of any mistakes or omissions. We trust you will find The Handbook useful. If further copies are required, please contact the CGCA on 071 836 3355.

The CGCA would like to thank Mike Marlow, John Bos, Rhu Weir, Joyce Kirby, Jim Monahan, Bob Clarke, Edward de Mesquita, James Tate, Dick Ensor, Françoise McNaughton and many others who have helped compile and check the information and especially Sue Vincent who undertook the task of preparing the original text and the many initial revisions.

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THE Covent Garden HANDBOOK
Covent Garden Community Association
21 Macklin Street, London WC2B 5NH
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e-mail: cgca@aol.com
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 wined and dined 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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UPDATE FORM
MAP OF COVENT GARDEN
CHAPTER ONE  BEFITS AND EMPLOYMENT

1.1 ADVICE AGENCIES

WESTMINSTER

citizens Advice Bureau
15 Henrietta Street. 379 6595.
Telephone enquiries: Mon, Tue, Thur. Fri 2-4pm.

CAMDEN

Holborn Citizens
Advice Bureau
32-38 Theobalds Road, WC1.
404 1497.

CITIZENS

ADVICE BUREAU

13 Henrietta Street. 379 6595.

1.2 SOCIAL SECURITY ENTITLESMENTS

People on low incomes may be entitled to Family Credit (Telephone: Helpline 01525 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 Disablment Pension, Attendance Allowance, Invalid Care Allowance, Invalidity Benefit, applicable to: Benefits Agency

1-6 Toavistock Square, WC1.

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 9am-10pm, Sat 9am-10pm, Sun 10am-2pm.

1.3 LOCAL AUTHORITIES HOUSING AND COUNCIL TAX BENEFITS

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

London Borough of Camden
Benefits Division
Finance Department, Argyle Street, NW1.
Personal enquiries:
Monday 9am-10pm.
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 6OP.
Information: 641 6000.
Hotline: 641 3062.
Council Tax Benefit only: 641 3049.

Housing and Council Tax
Benefts: Westminster WC2 Team, Stanhope House, 110
Drury Lane, Mon-Fri 9am-3pm.
Telephone enquires, using
surnames, if you live in hotel or hostel/Council property.
Other claims:
AAA-FRD 641 3688.
A-KH 641 2906.
A-DC 641 3062.
AAA-MU 641 3699.
KI-Z 641 2091.
DE-ZZ 641 3063.
KA-PP 641 3666.
PP-ZZ 641 3066.

Local councils provide meals on wheels, special
adaptions 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 6668.

Westminster Social Services
WC2 Duty Room, Kemps House, 1 Hobdens Street, W1.
641 3073.

Elderly Social Services Team, Middlesex Hospital. 380 9658.
See also 15,64 and 65.

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, 269-293 High Holborn, WC1. 7172.
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 Wardour Street, W1.
Mon-Thurs 9.5pm-10pm, 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 60P.
Mon-Fri 9.5pm. 482 2103.
Westminster Career Services,
3-4 Picton Place W1. Mon-Fri
9.30-4.30pm. 457 4504.
(See also Business Employment Guidance 34 and Adult Education 46).

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 Officers administer the WC2 area. Your employer
will tell you which office deals with your tax:
London Provincial
7 Highland House,
Victoria Ridge Street,
Salford M60 9EL.
0161 829 8000.
London Provincial
10 Tyne Bridge Tower,
Gateshead NE8 2DT.
0301 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.
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 Department) determine requirements for special facilities.

Camden Social Services
79 Camden Road, NW1.
Information Unit: 423 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, Ws.
641 3073.

Department of Social Security
Information
Disabled Living Allowance
0365 234 345.
Disability Working Allowance
01717 883 300.

Attendance Allowance
(aged 65 or over)
0352 124 345.
If you are unable to complete the form telephone 0800 441
11. 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 11:30pm.
247 8776.

Information on Social Security benefits
Advice line: 247 8763,
Mon and 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
(once-off grants) are given by Government. Details are published in the local press or on the radio.

CHAPTER TWO BIRTHS, DEATHS AND MARRIAGES

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 licensed premises, e.g:
New Connaught Rooms
Great Queen Street.
405 7811.
The Savoy Hotel
Savoy Hill, SW1A 2AE.
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 £50-£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 13 The Sanctuary, Westminster Abbey, Ws.
222 5381.

For most other denominations, a Licence and the legal form of marriage must be held at a Registrar's office 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
regular place of worship.
For a local marriage counselling officer contact:
Relate The Wardens House, 46 Crownford Road, W1 1PP. 38a 1963.

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.
Rina's 5 New Row. 497 9012.
Wild Bunch Pitch 20, Earlham Street. 10-7.30pm.

Jewish Joint Burial Society
NW Reform Synagogue, Alyth Gardens, NW11. 0181 455 6879.

Bereavement advice and counselling:

Camen Bereavement Service Instrument House, 207-215 Kings Cross Road, WC1. 833 4138.
London Association of Bereavement Services, 316 Holloway Road, N7 6PN. 700 8134.

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

The CGGA 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 3374.

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. 720 7788.
Burrell, Foley Fisher 15 Monmouth Street, WC2. 836 3097.

Carden & Godfrey 9 Broad Court, WC2. 240 4400.
RHWL Partnership 77 Endell Street, WC2. 379 7900.

ACCOUNTANTS
Arthur Anderson & Co 1 Surrey Street. 348 3262.
Piele Museum House, Museum Street, WC2. 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 Macfarren Street. 465 4773.
The Quentin Bell Organisation 24 Endell Street. 379 0304.
Scarab Marketing & Advertising 30 Charing Cross Road. 379 3565.
IMC UK Ltd 45 Neal Street. 240 8493.
The Legas Delaney Partnership 233 Shaftesbury Avenue, WC2. 836 4455.
Media Works 188-189 Drury Lane. 404 1704.
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 4469.
Vantage Productions &
Events 190 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 106 Shaftesbury
Avenue, P36 2888.
Drury Estates
Betterton Street, 379 4816.
Houston Lawrence
(Commercial property
specialists in Covent Garden)
497 2292.
Shaftesbury plc (property
owners) 333 8138.
Hayler Osborne 26 Brook
Mews, W1. 491 1273.
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, W1. 887 7030.
Covent Garden Estates
7 Stafford Street, W1.
629 8969.
Robin Calver 33 Bedford
Street, WC2. 497 0402.

PUBLISHERS
Dorling Kindersley Ltd.
836 5441.
Forbes Publishing 495 0120.
Cramer Music 23 Garrick
Street, WC2. 240 1612.
IAACG 19 Shorts Gardens,
WC2 240 9734.

SOLICITORS
Sweepstone Walsh
9 Lincoln’s Inn Fields, 404 4699.
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
67/8th floors, Mitre House,
93-107 Shaftesbury Avenue.
390 4100.
Enquiries on business rates:

3.3 European Business Information

European Community
Commission London
Information Office, 8 Storey’s
Gate, SW1P 3AT, 972 1992.
Mon-Fri 9.00am-6.00pm.
Activities and policies of the
EEC: Library Mon-Fri
10.00am-1.00pm.
European Documentation
Department British Library of
Political and Economic
Science, London School of
Economics, 19 Portugal
Street, 955 7272.
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 5493.
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,
W1P 3AT. 723 6230.
Mon-Fri 9.30am-5.30pm.
Camberwell Chamber of
Commerce 51 Lamb’s Conduit
Street, WC1. 405 2855.

Camden Enterprise Agency
Camden Business Centre,
57 Pratt Street, NW1 6DP.
482 2128.
Free advice on starting up
and for existing businesses.
Agents for Greater London
Enterprise – grants available.
Westminster Enterprise
Agency 71 Paudded 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
Camden Enterprise Agency
Camden Business Centre,
57 Pratt Street, NW1 6DP.
482 2128.
Free advice on starting up
and for existing businesses.
Agents for Greater London
Enterprise – grants available.
Westminster Enterprise
Agency 71 Paudded 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
423 6725.
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,
Victorio 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 882525.
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.
CHAPTER FOUR EDUCATION

4.1 LOCAL EDUCATION AUTHORITIES

Cameron LEA Crowndale Centre, 218-220 Evershot Street, NW1, 9JL 1JL. Cameron 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, Rosebsey Avenue, EC1, 2TJ 223. St Leonard’s Nursery School 41 Brunswick Square, W1, 837 1039.

Also refer to Chapter 5 for other pre-school education and nurseries.

4.3 PRIMARY SCHOOLS

All Souls (C of E), Foley Street, W1, 580 4881. Argyle School Tunbridge Street, WC1, 837 4590. St Albans (C of E), Baldwin’s Gardens, EC1, 242 8589. St George the Martyr (C of E), John Neyes, 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, E1, 997 9284. 11-16 years. Grey Coat Hospital (C of E), Grey Coat Place, SW1, 828 0968. Girls only 11-19.
4.6 ADULT EDUCATION

Camden Adult Education Service 988 7166
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 6650.
London Enterprise Agency 4 Snow Hill, EC2. 236 3000.
Bruce House Skills Development Centre Kemble Street, WC2. 379 5371.

Classes and workshops for people with learning difficulties and training for specialist trainers.
National Association for Gifted Children Belvedere 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 4.4)

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 1-4 pm Tues and Thurs.
For information on Student Grants and Loans, contact the Department of Education 0171 952 2366.
For free school meals, travel assistance or help with school clothing contact your LEA (see 4.4)
For information on scholarships, trust and charity grants contact:
Educational Grants Advisory Service 066 The Family Welfare Association, 501-505 Kingsland Road, E8 4AU. 254 6251.

ACTION BY businesses and residents can improve the environment. 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 entrance, WCH 8EQ. 278 4444.
Westminster Director Environmental Services, Council House, Marylebone Road, NW1 5PT. 641 1972. 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 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 copy 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-7pm, 413 6934.
- Westminster Refuse Hotline 8am-8pm, 641 1177.
- Emergencies 641 0000.

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.

Garbage and building waste and recycling of glass, paper, cans, plastic, metal (including fridges, cookers and washing machines) oils and rags are at Regis Road, NW1. Open seven days a week, 8am-4pm. 485 1553.

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

Bottle banks 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 to 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 4.

### 5.5 STREET NUISIBLES

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
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, 240 684.
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

SERVICES FOR HOMELESS PEOPLE:

Parker House Medical Centre
25 Parker Street, WC1.
31 3462.
Walk-in services on first come, first served basis providing:
Nurse
Tue & Wed 9.30am-12.30pm.
Doctor
Mon & Wed 8.00am-10.00am.
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. 539 5770. Open evenings 7.00-11.00pm. 30, 77, 91, 91a, 109, 191, 198, 300 and 601 buses. 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.)

Covert Garden Medical Centre
47 Shorts Gardens.
Dr T. Alvarez, Dr F. Bletchley, Dr J. Fawcett, Dr L. M. Green, Dr E. A. Hamilton, Dr J. A. Jowell, Dr R. J. Kerfoot, Dr J. E. Mayhew, Dr J. D. Rogers, Dr M. A. Short, Dr C. R. Smith, Dr S. A. S. Choudhury. Phone 630 8578.

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 Capitalisation 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.)

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

Chawoo & Co Ltd
176 Strand, 243 8701.
Opera House 98 Long Acre, Odhams Walk. 836 9246.
David Clulow 51 Long Acre, WC2. 240 8284.

6.3 CONTRACEPTION & MIDWIFERY

Contraception Clinics
Brook Advisory Centre
237 Tottenham Court Road, W1. 580 8911.
Contraception, pregnancy testing and counselling for teenagers and young people. Marie Stopes Family Planning and Well-Woman Clinics 306 4413.

Bramston & Rafeal
4 Shelton Mansions, Charing Cross Road. 836 9259.

Pregnancy and Counselling Service (Life) 021 348 0022.
Abortion Referral and Advice 388 3843.
Vasectomy and Sterilisation 388 5354.

Midwifery
Community Midwives 390 9567.
University College Hospital Grafton Road, W1. 248 7373.

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 9am-5pm, 278 4444, Minicom 413 6091.

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 6666.

Adult Independent Brokerage Section. This section enables people with severe physical disabilities to live at home by providing financial assistance and care help. Social Services, 413 6666.

Westminster Social Services
WC2 Duty Room, Kemp House, 1 Hopkins Street, W1. 641 7777.
Westminster Disability Information Service 10 Warwick Row. SW1E 5EP, 641 2177. St Pancras Hospital St Pancras Way, NW1. 387 4411. Opticians-eye test, advice and provision of
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 0819 564 5860.
Home Care Team 0819 564 6589.
Occupational Therapy Team 0819 564 5863.
National AIDS 24hr Helpline 0800 567 123.
Ring for information on Language lines.

Terence Higgins Trust Mon-Fri 3-10pm. 242 1020.

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 3002.
Alcohol Concern Waterbridge House, 32-36 Loman Street, SE1. 928 7377.

Rugby House Projects for drug and alcohol related rehabilitation and resettlement.
New Roots 879 6327.
High Care Hostel 404 1117.
Long Stay Houses 916 7634.


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, 3523; Tue, Thu, Fri 0900-1200. Wed 0900-1700. Answerphone outside these times.


Drugs Helpline 0800 776 6000.
Drugs Advice 278 8671.
Narcotics Anonymous meets 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, E10 6478. 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 Equallities 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 6565. Domestic, racial or elderly violence.

Kiosca 152 Buckingham Palace Road, SW1. 730 3000. Campaign for child safety. Provides for the prevention of child sexual abuse.

NSPCC 24hr Helpline. 01800 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 3858. 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 W1. 258 3456. Provides training and courses in first aid.

6.9 VETERINARY SURGEONS

Royal Veterinary College Royal College Street, NW1. 486 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 giving 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 6251.
Westminster Rent Officer Service 51-61 Wigmore Street, W1. 486 6941.

If your approach to the rent officer produces no action you should contact:
London Rent Assessment Panel Newlands House, 37-40 Bemers 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. 833 3998.
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 correspon-
dence, and keep a record of
telephone calls. Maintenance
services are listed below.
CGCA does not accept respon-
sibility 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 your
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 advisable 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 ex.
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 with
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, some-
times 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 Benwick
Street, W1. Mon-Fri
9am-12pm, 1.45pm-4.30pm;
Tues-Fri 9am-
12.45pm.
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,
Bิดborough House,
Biddenborough Street, NW1.
City of Westminster
Westminster City Hall, Victoria
Street, SW1.

PRIVATE MAINTENANCE
SERVICES:

AERIAL SERVICES
TV Commercial Information
44 Earlham 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 6EU.
01727 861391.

DECORATORS
Sykes & Son Ltd 23 Devereux
Court. 253 9651.
Paul Abrahams 38 Gl Russell
Street. WC1. 637 7800.

ELECTRICIANS
Alliance Electrical Company
Ltd 9 Betterton Street.
836 2708.
London Electric Company
27 Newton Street. 831 0850.
Phase Two Electrical
188-189 Druvy Lane. 405 2368.

ENERGY MANAGEMENT
Heatsave Ltd 32 Wellington
Street. 379 7755.

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)
15 Earlham Street. 836 3964.
Robert Dyess
97 St Martins Lane. 836 0611.
Burgess & Galler 51 Brewer
Street, W1. 437 4989.

LOCKSMITHS
V & F Fox
23 Cecil Court. 836 2902.
Kingsway Lock & Key Co Ltd
6 Sicilian Avenue, WC1.
836 4536. 24hr emergency
service: 0831 403381.

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

TIMBER MERCHANTS
Latchford 24-26 Warner
Street, EC1. 837 1647.
Travis Perkins 11 St Pancras
Way, NW1. 387 6104.

TV REPAIRS
Fast Electronics 20 Hanway
Place, W1. 636 2520.
FJ 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
t heir 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
administrates 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 ALB 901 5306.
E A Shaws act for MEPC.
240 2255.
Merrers' Company
Merrers' 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. Matthews Yard was sold to
Kleinwort Benson and leased back, for 40 years+, to Camden Council.
Community Housing
Association 390 Clapham Road, NW4 8EH. 267 7020.
Property: Shott's Gardens, Druce Lane, Cambridge Court, Earlham Street, Goldsmith Court, Stukeley Street, Sheafesby Avenue. Managed by Covent Garden Housing Co-op 09 379 344 office hours, otherwise 09 957 30739. Co-op responsible for rent collecting, maintenance but not allocations.
Islington and Shoreditch Housing Association 93 Sheperdson 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: 876 2880. Head Office: 45 Westminster Bridge Road, SE1 2SB.
Property: Wild Street, Bedfordbury, Nottingham House, Shott's Gardens, Bruce House, Druce Lane.
Report faults to the Estate Manager on 876 2880. 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 13-14, Shelton Street, 397 35344.
Properties: 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 2BS. 209 9223.
Properties: Short's Gardens, Druce Lane, Cambridge Court, Earlham Street, Goldsmith Court, Stukeley Street, Sheafesby Avenue. Managed by Covent Garden Housing Co-op 09 379 344 office hours, otherwise 09 957 30739. Co-op responsible for rent collecting, maintenance but not allocations.
St Pancras Housing Association 93 Sheperdson Road, N12 226 3753.
Properties: Thurston & Holland Buildings, Newton Street. Report faults to above number during office hours. Outside office hours refer to tenants handbook.
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