



Weekly Estate Bulletin – Golden Lane Estate.

Week ending 29 January 2021

Estate Matters:

- The Estate Office will be temporarily closed while conversion works take place. From the 15 February 2021, Estate Staff will relocate to the Respite room (Lower Ground Floor of Great Arthur House). The Respite Room will not be open, visits or meetings can be arranged by appointment only.
- Estate Staff can be contacted on 0207 253 2556 / 07715602676 or email goldenlane@cityoflondon.gov.uk.
- We ask residents to be mindful and respect porters' spaces when they are conducting their duties. They are frontline staff and are working hard to keep the estate clean and safe.
- First Love Foundation are now dealing with food donations. First Love Foundation is a crisis service based in Tower Hamlets. The organisation supports residents in crisis through a holistic model of advice, support and emergency food.
You can find out more information about First Love Foundation at: www.firstlovefoundation.org.uk.
- A reminder to residents that dogs are not permitted on the Estate (registered guide dogs, hearing dogs and assistance dogs are however permitted).
View the City of London's Pet Policy at:
<https://www.cityoflondon.gov.uk/assets/Services-DCCS/pets-policy.pdf>
- Residents identified for fly-tipping and to have caused chute blockages will be recharged from £50 to £200.
- Rent payments can be made by calling the Estate Office on 0207 253 2556, alternatively, residents can contact the Rents Team on 0207 332 1263 to make a payment.
- For repair issues, residents should contact the Repairs Team directly on 0800 035 0003 or email propertyservices@cityoflondon.gov.uk.

COVID-19

NHS



HM Government



Help for residents

If you live in the Square Mile and require support in relation to COVID-19:

- Call **020 7606 3030**
- Email col-covid-19@cityoflondon.gov.uk

Access support

If you are worried about money, or need advice on debt, benefits, housing and other issues call **City Advice**:

- **020 7392 2919**
- Email city.advice@toynbeehall.org.uk

City Advice service is a free, impartial and confidential.

If you require support from Adult Social Care, call the Duty Team on:

- **020 7332 1224** (9am - 5pm, Monday to Friday)
- **020 8356 2300** (for all other times, including weekends)

If you have a concern about a child or young person that lives in the City of London, call the Children and Families Team on:

- **020 7332 3621** (9am to 5pm, Monday to Friday)
- **020 8356 2710** (at all other times, including weekends)

If you are affected by domestic abuse there is support available over the phone. Please call Victim Support on **07944 634946** or email col.vva@victimsupport.org.uk (9am to 5pm, Monday to Friday).

- 24-hour support is available from the National Domestic Abuse Helpline on **0808 2000 247**.

