



# Rent Deposit Schemes

Help and advice for tenants

This leaflet gives information and advice for households or single people who have been given accommodation through Waltham Forest Council's Rent Deposit Scheme. The information in this leaflet relates to Waltham Forest - if your property is in another borough you should contact that council for information and assistance.

It is important to be familiar with the borough in which you have settled. We hope this leaflet will help you find out about the services provided by the Council, as well as what's on offer in the borough.

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If at any time your landlord asks you to leave the property you should contact the Housing Advice Unit immediately.

Tel: **020 8496 3000**

Email: **[Housing.Advice@walthamforest.gov.uk](mailto:Housing.Advice@walthamforest.gov.uk)**

# Moving in: what help is available?

From arranging the removal to settling into the new accommodation, moving home can be a stressful and costly time. Remember there is help available. We cannot recommend any particular removal or van hire company. We suggest you check local phone directories, get recommendations from friends or check the Internet before choosing which company to use. Get a few quotes so that you can compare prices. Here is a list of things you may wish to consider when arranging the removal:

1. How much furniture do I have? This can help you decide the size of van or car you need.
2. Do I need help with packing? Remember this may cost extra.
3. What is the approximate distance between the two properties?
4. Can I hire a van and do it myself? Remember, you will probably need some help from friends and you must have the appropriate licence to drive a van.

## Getting goods out of storage

If the council stored your belongings while you were in temporary accommodation, please contact us for this furniture to be taken out of storage and delivered to your new address. You must mention it to the Rent Deposit Team at the time you accept the property. You must arrange for your belongings to be delivered as soon as you accept the property. If you do not arrange this quickly the council may dispose of your belongings.

## Buying furniture at a reasonable price

Whether buying new or used furniture, buying it all at the same time can be an expensive outlay. Below is a list of furniture projects who sell new and used furniture. You may need to be referred to the project, which the Tenant Support and Resettlement Team, or generic floating support can do for you.

## Furniture Projects

### Restore Community Projects

Austin Willet Unit 18  
Ashley Road  
Tottenham N17 9LJ  
Tel: 020 8493 0900  
Fax: 020 84930109  
Email: [info@restorecommunityprojects.org](mailto:info@restorecommunityprojects.org)  
Website: [www.kingscrossfurniture.org](http://www.kingscrossfurniture.org)

### Homestore

Unit 2, Maryland Industrial Estate  
26 Maryland Road  
Stratford  
E15 1JW  
Tel: 020 8519 6264  
Fax: 020 8519 9453  
Email: [homestore@dial.pipex.com](mailto:homestore@dial.pipex.com)  
Website: [www.quakersocialaction.com](http://www.quakersocialaction.com)

### Mencap

865 Victoria House  
Tottenham High Street  
N17 8AD  
Tel: 020 8880 9034

### Moxon St Enterprises

Barrie Collie - Manager  
Keith Valley  
52 Moxon St  
Hertfordshire  
EN5 5TS  
Tel: 020 8364 8466

# Getting a grant or loan from the Department of Work and Pensions (DWP)

If you are in receipt of Income Support or non-contribution based Job Seekers Allowance (JSA), you may be eligible for a payment from the Social Fund to help buy essential furniture. Whether you get a loan or grant depends on your personal circumstances. If you work and

are on a low income we may be able to help you by applying to various charities or trusts that help families in need. Ask your caseworker for more information - they may be able to refer you to the Floating Support Service.

## Rent: what are my responsibilities?

It is very important that you keep up with your rent payments. If you don't, you may lose your home and not be re-housed again. You should arrange with your landlord how they

want to receive the rent payments. It is advisable to set up a direct debit from your account to the landlord to ensure that they receive the rent on time.

### How much rent do I have to pay?

How much rent you need to pay is detailed in your tenancy agreement.

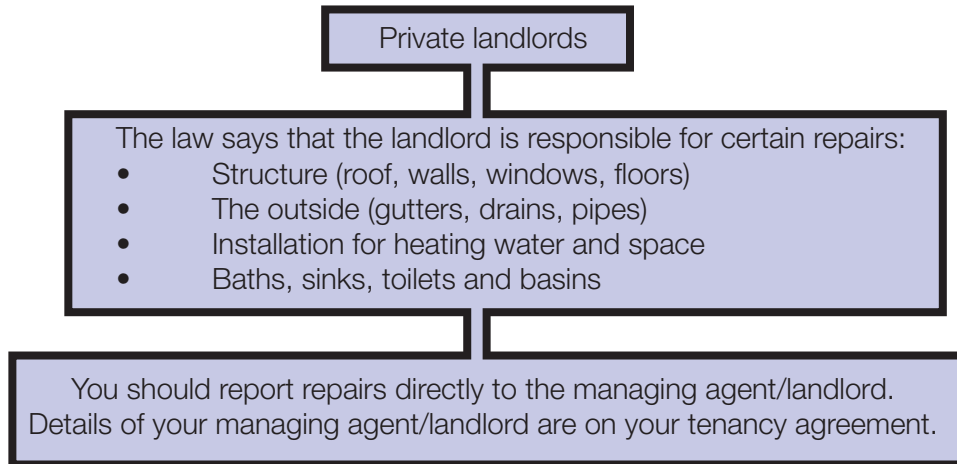
### How do I claim housing benefit?

- You can claim by completing an interactive Housing Benefit claim form at [www.walthamforest.gov.uk/benefitsonline](http://www.walthamforest.gov.uk/benefitsonline)
- You must contact the Housing Benefit Team at Cedar Wood House to arrange an appointment. Ring **020 8496 5596** within three days of the start of your tenancy if the property is within Waltham Forest.
- You must provide all the original documents requested by Housing Benefit within the timescale and without delay.
- You must inform Housing Benefit of any change in your circumstances, however small you think they are. You can do this by visiting a Waltham Forest Direct Shop or calling **020 8496 8550**.

You, as the tenant, are responsible for paying the rent for your property. If at any time you are unable to do so, you should contact Housing Advice at Cedar Wood House, 2d Fulbourne Road, Walthamstow E17 4GG, by telephone on 020 8496 3000 or email on [Housing.Advice@walthamforest.gov.uk](mailto:Housing.Advice@walthamforest.gov.uk)

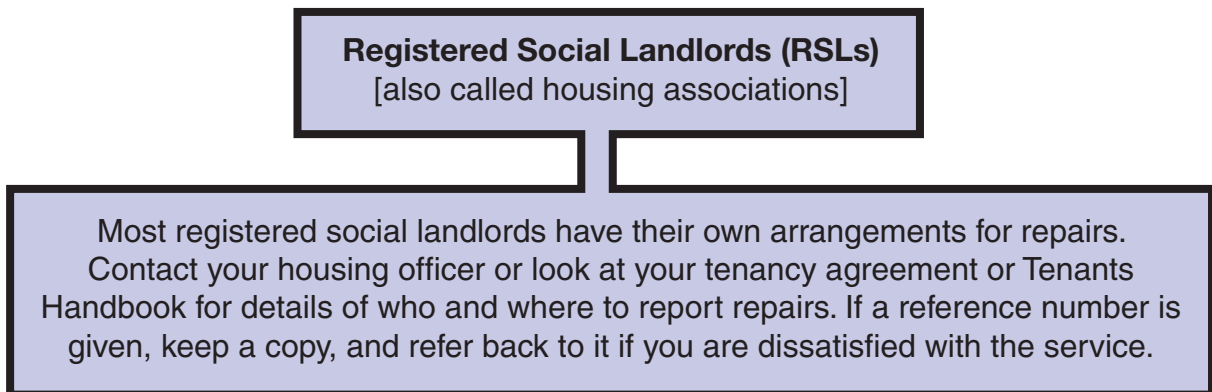
# Repairs

Who you contact when you need repairs to be done in the home depends on who your landlord or managing agent is. The first thing to do is report it.



## What should I do if the repair is not carried out?

You should contact the Housing Standards Team on 020 8496 3000. You should provide them with information on the type of disrepair, when you informed the landlord of the issue and the landlord/agents response.



# Choice Based Lettings – how to bid

Bidding is a process which allows those on the Housing Register to choose properties from a list via our Choice Based Lettings scheme. For a complete guide, ask for the 'How to Bid Leaflet' available from Housing Services.



You can see the properties available in the 'Choice Homes' magazine.

This system allows you to bid (express an interest in specific empty properties). It doesn't involve money like bidding in an auction. There is only one application cycle (Thursday to Monday) during each week. You are allowed to bid for up to two properties at a time.



There are no guarantees that you will get the property you are bidding for as others can also bid for the same property. Those who are housed in private leased properties can also continue to bid while they are in this accommodation.

To bid, you will need to know which properties you can choose from. The icon beside each property will tell you which group can apply. To find out which icon relates to your case or for further advice please contact the Housing Registrations Team on 020 8496 3000.

## Examples of the icons used in Choice Homes



Council Tenants Seeking Transfer



Priority Homeseeker (non-Council tenants seeking accommodation)



Homeless Homeseeker



Adapted for disabled people only



Available to applicants over the age of 50 only

## How do I bid?

You can bid in any of the following ways:

By telephone on **0845 650 4125**

Through the website:  
**www.ellcchoicehomes.org.uk**

By text on **0778 148 6526**

## You will need to enter:

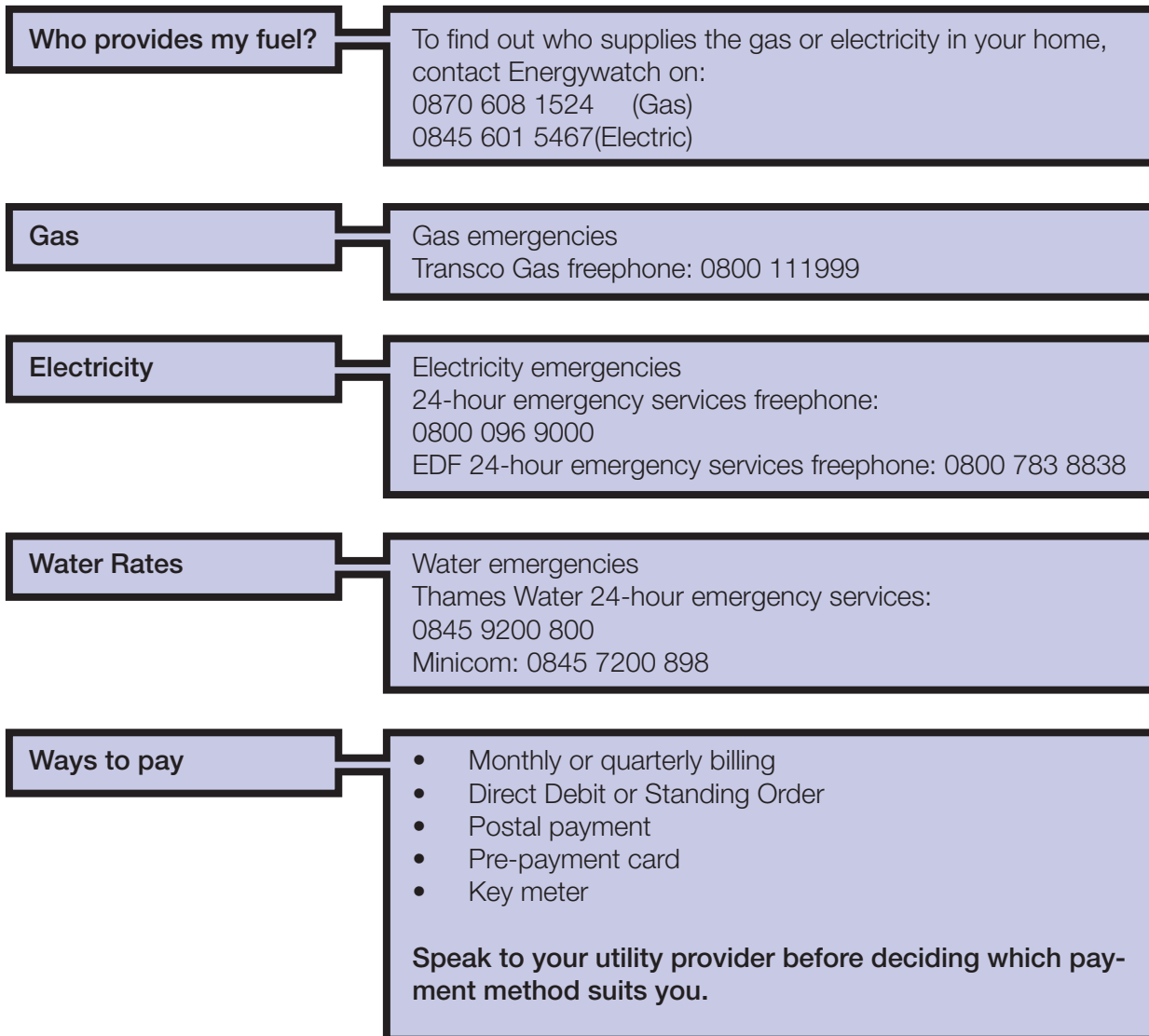
- Your Housing registration number
- Date of birth as stated on your registration letter
- The reference number of the property you wish to apply for

# Utilities: what's on offer?

When you move into new accommodation you will be responsible for paying the utility bills.

There are many companies offering deals and promotions. Be careful - shop around and get the best deal for you. Remember to check payment methods, call-out services and billing methods. Do not sign up to any agreement until you are sure you want to use the company.

Remember to always take a meter reading when you move into the property and write it down to give to the new utility company. If you are not sure where your meter is give your landlord a call. Make sure you read the meter every month to ensure you are being charged correctly.



## How do I change my address?

It is important to notify various people and companies that you have moved address. Below is a list of organisations/individuals that you may find useful to check against.

- Bank or Building Society
- Credit or store card companies
- Financial companies you have hire purchase agreements with
- Inland Revenue
- Utility providers: gas, electricity and water
- Department for Work and Pensions (DWP): if you are using a different office your address will be changed automatically when you make your new claim. If your office has not changed you will need to notify them of the change of circumstances.
- State/work pension section
- Insurance companies: motor, contents, life and travel
- DVLA for driving licence

- TV licence – a form is available from the Post Office
- Mobile phone and internet companies
- Charities and clubs
- Magazine subscriptions
- Health services – GP, dentist and optician
- Friends and family

### Re-directing mail

If you wish to have your mail redirected (sent by the post office to your new address) you must complete a form which you can pick up from the post office.

You can also contact the Royal Mail on 08457 740 740 and they will send you one. There is a charge for the service (on 9/03/2009, the charge was £7.35 for one month) and you must provide two forms of original identification from a list they provide. You can arrange for your post to be re-directed for up to 12 months.

## Education

VT Education and Skills (VTE&S) Waltham Forest manages the admissions process for schools in Waltham Forest. The process differs depending on the age of the child and type of school required. Information for parents can be found on our website at [www.walthamforest.gov.uk/education](http://www.walthamforest.gov.uk/education) or by contacting VTE&E on the details below.

### Helpful tips when looking for a new school/college place

- Get a full list of what is available in your area so you can make an informed choice
- Visit the school - check if they have an open day or if someone from the school can show you around
- Try to speak to parents/carers of current pupils

- Check that the school can provide a curriculum that can meet your child's needs
- Consider as many schools as possible, try not to restrict yourself to one school only
- Submit applications on the correct form and with all the relevant supporting evidence
- Make sure you send your application in on time
- You can appeal against decisions you do not agree with. Advice available from DfES on 0870 000 2288.

VTE&S Waltham Forest also provide school support services for Waltham Forest. They can also provide advice on:

- education welfare
- education psychology
- grants
- special educational needs

Access Services manages education-related applications in several important areas:

- Standard school admissions
- Mid-year admissions to community schools
- Admission appeals
- Student loan advice and processing
- Free school meals
- The Disabled Student Allowance

### **VTE&S Waltham Forest**

Graylaw House  
394 High Road  
Leyton E10 6QE

Tel: 0845 877 0031  
Fax: 020 8496 5077  
Website: [www.vtwf.co.uk](http://www.vtwf.co.uk)

For information on education options for young people aged 16 years and above, contact:

### **Adult Learning Centre**

Tel: 020 8558 6805  
Email: [class.info@walthamforest.gov.uk](mailto:class.info@walthamforest.gov.uk)

### **Waltham Forest College**

Tel: 020 8501 8000  
Website: [www.waltham.ac.uk](http://www.waltham.ac.uk)

### **Adult Education**

Tel: 0800 101 901  
Website: [www.learndirect.co.uk](http://www.learndirect.co.uk)

The Tenant Support and Resettlement Team are based in the Assessments and Options Unit at Cedar Wood House. Their role is to provide support, assistance and information to residents who are in temporary accommodation or who have just been awarded settled accommodation. The Tenant Support and Resettlement Team has its own Training and Employment Link Worker who you can contact for help and support on 020 8496 5447.

# Environmental Services

Waltham Forest takes environmental issues seriously. Please take part in the important efforts made by this authority and its residents in keeping our community a safe and environmentally friendly place to live in.

## Refuse Collection

You can contact Environmental Services on **020 8496 3000** for any of the following services:

- Refuse collection
- Street cleansing
- Public lighting
- Recycling collection
- Abandoned vehicles

## Recycling Centres

To find out more information about what you can recycle and where you can do it, visit **[www.walthamforest.gov.uk/rubbish-recycling](http://www.walthamforest.gov.uk/rubbish-recycling)**

## Waltham Forest Direct 020 8496 3000

The Council's Environmental Health Department can provide advice and information on a range of issues including:

- Noise nuisance
- Pest control
- Public Health nuisances

If you need a pest control officer to carry out treatment of an infestation, there may be a charge. You can also report any environmental issues to the WFD shops.

**Visit [www.walthamforest.gov.uk/environmental-health](http://www.walthamforest.gov.uk/environmental-health)** for more information.

# Places of Worship

Waltham Forest is a religiously diverse borough, which is reflected in the many different places of worship available.

## **International Muslim Movement**

12 East Avenue, London E17 9NG  
Tel: 020 8520 4121

## **Voice of Faith Ministries**

209 Wood St, London E17 3NU  
Tel: 020 8503 6969

## **Walthamstow United Reform Asian Christian Church**

103 Orford Rd, London E17 9QU  
Tel: 020 8552 0100

## **Methodist Church**

Winchester Rd, London E4 9JP  
Tel: 020 8531 8663

## **Christ Church Leyton**

52 Elm Rd, Leytonstone E11 4DW  
Tel: 020 8539 4980

## **The Chingford Islamic Society**

92 Chingford Mount Rd, London E4 9AA  
Tel: 020 8523 5826

## **Jamia Mosque Ghosia**

439-451 Lea Bridge Rd, London E10 7EA  
Tel: 020 8539 4282

## **Waltham Forest Hebrew Congregation**

140 Boundary Road, London E17 8LA  
Tel: 020 8509 0775

## **Bible, Faith Holiness Church**

70 Grange Park Road, London E10 5ES  
Tel: 020 8539 0880

## **Greenleaf Road Baptist Church**

Greenleaf Road, London E17 6QQ  
Tel: 020 8520 8942

## **Living Flame Baptist Church**

363 Fulbourne Road, London E17 4HL  
Tel: 020 8523 0811

## **Christ Apostolic Church Gospel Generation**

12-14 Ferndale Rd, Leytonstone E11 3DN  
Tel: 020 8556 3031

## **Wesleyan Holiness Church**

1 Harrow Green, London E11 3HP  
Tel: 020 8558 8353

## **Ridgeway Evangelical Church**

The Ridgeway, London E4 6PU  
Tel: 020 8524 1410

## **Chingford United Reformed Church**

2b Buxton Rd, London E4 7DP  
Tel: 020 8529 8888

## **St. Margarets**

Woodhouse Rd, Leytonstone E11 3NG  
Tel: 020 8519 0813

## **Church of the Nazarene**

50 Church Hill, Walthamstow E17 9RY  
Tel: 020 8923 8890

## **The London Chingford Congregation Of Jehovahs Witness**

86 Larkshall Rd, London E4 6PE  
Tel: 020 8529 0027

## **Leytonstone Mosque**

8 Dacre Road, London E11 3AG  
Tel: 020 8539 7251

This list is not exhaustive. For additional places of worship please contact Waltham Forest Direct on 020 8496 3000, the local telephone directory or [www.yell.com](http://www.yell.com)

# Leisure Facilities

You can find several parks, gardens and open spaces in Waltham Forest, which often hold events and activities for the whole family. For more information contact 020 8496 3000 and ask for 'green space'.

Waltham Forest manages five leisure centres in the borough and is working in partnership with Greenwich Leisure Ltd to provide a wide variety of quality sporting facilities including sports halls, swimming pools, fitness centres, steam rooms, saunas, children's play areas and much more. Further information can be found at [www.walthamforest.gov.uk/leisure-centres](http://www.walthamforest.gov.uk/leisure-centres)

## Leyton Leisure Lagoon

763 High Road  
Leyton  
E10 5AB

Tel: 020 8558 8858  
Fax: 020 8558 7150

Tube: Leyton (Central Line)  
Train: Leyton Midland  
Buses: W16, 69, 97

Free parking is available

## Kelmscott Leisure Centre

Markhouse Road  
Walthamstow, London  
E17 8RN

Tel: 020 8520 7464  
Fax: 020 8509 0845

Tube: Walthamstow Central or Blackhorse  
(Victoria Line)

Free parking is available

## Cathall Leisure Centre

Cathall Road,  
London E11 4LA

Tel: 020 8539 8343  
Fax: 020 8558 7544  
Tube: Leyton or Leytonstone (Central Line)  
Bus: W14, W15, 257 and 69

Free parking is available

## Larkwood Leisure Centre

Larkwood Leisure Park  
New Road  
Chingford  
London E4 9EY

Tel: 020 523 8215

Nearest train: Highams Park

Free parking is available

## Pool and Track

Chingford Road  
Walthamstow  
London  
E17 5AA

Tel: 020 8527 5431  
Fax: 020 8531 9299  
Tube: Walthamstow Central or Blackhorse  
Road (Victoria Line)

Free parking is available

## Transport facilities

The borough is well connected by a wide range of bus, underground and train services as well as several miles of cycle paths. Please visit [www.walthamforest.gov.uk/myplace](http://www.walthamforest.gov.uk/myplace) to help you find your way around.

For issues and renewal of travel permits for pensioners to use on London Transport (buses, underground and some trains) contact the Information Desk at the Town Hall, Forest Road, Walthamstow E17 4JF. Alternatively telephone **020 8496 3000** or visit [www.walthamforest.gov.uk/out-about-intro](http://www.walthamforest.gov.uk/out-about-intro)

Children under 16 can travel free at any time on trams and across the entire London bus network, including sections outside Greater London.

Under 11s can also travel free on the Tube and DLR during off-peak hours when they are travelling with an adult who has a valid ticket, are using Oyster pay-as-you-go or has a Freedom Pass.

### Underground stations in the borough

Walthamstow Central	[Victoria Line]
Blackhorse Road	[Victoria Line]
Leyton	[Central Line]
Leytonstone	[Central Line]

### Train Stations

Chingford  
Highams Park  
Wood street  
Walthamstow Central  
St James Street  
Walthamstow Queens Rd  
Leyton Midland Road  
Leytonstone High Road  
Walthamstow Central

### London Travel Information

(including buses, routes and times)

Telephone: 020 7222 1234 (24hrs a day)  
Email: [travinfo@tfl.gov.uk](mailto:travinfo@tfl.gov.uk)

## Waltham Forest Community Credit Union (WFCCU)

Waltham Forest Community Credit Union (WFCCU) is a financial cooperative associated with Waltham Forest by way of residence, employment or church fellowship for all persons associated with the borough of Waltham Forest. It provides members with low cost financial services. Members pool savings to provide a source for inexpensive loans. Free life insurance is provided on all savings and loans. WFCCU continue to help benefit recipients through encouragement of on-going savings geared towards improving your long-term financial standing.

### Loans

The provision of low cost loans to members is a vital part of the objectives of the credit union. The credit union has a credit committee that is responsible for the general supervision of all loans to members.

### How much does it cost?

Loans from your credit union carry an interest rate of 1% per month on the reducing balance of the loan. There are no initial loan charges and no commission.

**Example:**

Borrow £100 and pay it back regularly over a year and it will cost you just £6.56 in total - less than the cost of one loaf of bread per month.

In legal terms this translates to **12.68% APR**, but remember, you're paying back the loan all the time and not the interest first, which is something the APR figures don't take account of.

**What are the criteria to qualify?**

To qualify for a loan you should:

- Be a member
- Be 18 years or over
- Demonstrate your ability to repay the loan
- Intend to use the loan for a provident or

productive purpose

- You no longer need to have had savings over 3 months. New members and existing members can now apply.

Top-up loans and refinancing services are also provided at members' requests and based on circumstances. Feel free to contact us for further information.

**How quickly are loans granted?**

Your loan may be approved and issued within minutes of your application or it may take up to two weeks. The time it takes will depend on the loan value requested, the information provided and the next scheduled date for the credit committee's meeting. Emergency loans will be considered for faster approvals.

## Fire safety tips

Keeping yourself and your family safe is important. Here are a few safety tips, which we hope will help you:

- Most fires that happen in the home start accidentally. By following a few basic steps you can stop these fires from happening – you are responsible for fire safety in your home.
- If a fire breaks out, get out, stay out and call the Fire Brigade by dialling 999 – don't try to fight a fire yourself, unless you have to.
- If a fire starts (if you can), close the door of the room where the fire is and close all other doors behind you. Don't waste time trying to pick up valuables or possessions, your life is more important.
- Never open a door unless you have to escape through it. If you have to open a door, use the back of your hand to touch it first. If it feels warm, don't open the door. The fire could be on the other side.
- If you can't get out, you need to find one room for everyone to take shelter in. Go into the room and close the door. Use towels sheets or clothes to block any gaps under the door to stop smoke spreading into the room. Go to the window and try to attract attention. Ask people to call the fire brigade.
- Do not leave saucepans, chip pans or kettles unattended.
- Do not forget to turn off the cooker when you have finished cooking. Switch off and unplug all electrical appliances not designed to stay on before you go to bed.
- Make sure there are no cigarettes still burning and never smoke in bed.
- Fit a smoke alarm. This safety measure could save your life. You can get one for under £5 from a DIY, electrical or hardware shop. The London Fire Brigade will carry out a free fire safety check and will fit a free smoke alarm where needed. Contact them free on 08000 28 44 28.
- Never leave children in the kitchen unsupervised.

For more information on fire safety, visit [www.london-fire.gov.uk](http://www.london-fire.gov.uk) or your local Community Safety Unit on **020 8345 2529**.

# How can I contact the Council?

You can access information about the services the Council has to offer by calling Waltham Forest Direct on 020 8496 3000.

Waltham Forest Direct is open 24 hours a day, every day of the year.

If you wish to access information online, the Council's website is [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

For those who would like to see someone face-to-face, you can visit any of the following Waltham Forest Direct shops to get information on range of issues such as noise complaints, pest control and other tenancy related matters.

## WFD Shops: where to find them

### Leyton

774-776 High Road  
E10 6AE

### Leytonstone

819 High Road  
E11 1HQ

### Walthamstow

137 Hoe Street  
E17 4RT

### Chingford

265 Chingford Mount Road  
E4 8LP

### Opening times:

Monday to Friday 8.30am – 6.00pm. Saturday 9am -1pm

### You can contact us by post by writing to:

Town Hall, Forest Road, Walthamstow E17 4JF

### Opening times:

Monday to Friday 8.30am - 5.30pm

If you have an EMERGENCY, such as domestic violence which means you cannot stay in your home, and you need to contact the council out of hours, please call Waltham Forest Direct on **020 8496 3000**.

This leaflet tells you about the Rent Deposit Scheme. If you would like a translation of this leaflet, please tick the language you want, complete your name and address and return the whole form to the address below:

This document can also be made available in audio tape  Braille  large print

<p>இந்தப் பிரசுரம் வாடகை வைப்புத் திட்டம் (Rent Deposit Scheme) பற்றி உங்களுக்கு கூறுகின்றது. உங்களுக்கு இந்தப் பிரசுரத்தின் மொழி பெயர்ப்புத் தேவைப்படின் உங்களுக்குத் தேவையான மொழிக்கு நேரே குறி இடவும். உங்களுடைய பெயர், விலாசம் ஆகியவற்றை நிரப்பி முழுப் படிவத்தையும் கீழ் வரும் விலாசத்திற்கு அனுப்பி வைக்கவும்.</p> <p style="text-align: right;">TAMIL <input type="checkbox"/></p>	<p>Ce dépliant vous expliquera ce qu'il faut savoir sur le plan de caution de loyer (Rent Deposit Scheme). Si vous désirez une traduction de ce dépliant, veuillez cocher la langue souhaitée, inscrire votre nom et votre adresse et retourner le formulaire entier à l'adresse ci-dessous:</p> <p style="text-align: right;">FRENCH <input type="checkbox"/></p>
<p>Ta broszura zawiera informacje na temat Programu Depozytu Czynszowego (Rent Deposit Scheme). Jeśli chciał(a)by Pan(i) otrzymać jej tłumaczenie, prosimy zaznaczyć wymagany język, podać swoje imię, nazwisko oraz adres i odesłać cały formularz na poniższy adres:</p> <p style="text-align: right;">POLISH <input type="checkbox"/></p>	<p>Warsidahanu waxa uu ku saabsan yahay Habka Dhiboosidka Ijaarka (Rent Deposit Scheme). Hadii aad u baahato in warsidahan lagu soo turjubaano, fadlan sax luqada aad rabto, kuna soo qor magacaaga iyo cinwaankaaga, kuna soo celi foomka oo dhan cinwaanka hoos ku qoran:</p> <p style="text-align: right;">SOMALI <input type="checkbox"/></p>
<p>Bu yaprakçık size Kira Depozito Uygulaması (Rent Deposit Scheme) hakkında bilgi vermektedir. Eğer bu yaprakçığın bir çevirisini arzu ediyorsanız, lütfen istediğiniz lisanın yanındaki kutuyu işaretleyin, adınızı ve adresinizi yazın ve de formun tamamını aşağıda verilmiş olan adrese geri gönderin.</p> <p style="text-align: right;">TURKISH <input type="checkbox"/></p>	<p>یہ لیف لیٹ آپ کو کرائے کے لئے ادائیگی سکیم (رینٹ ڈپازٹ سکیم) کے بارے میں بتاتا ہے۔ اگر آپ اس لیف لیٹ کا ترجمہ چاہیں، تو برائے کرم اپنی ضرورت کی زبان پر نشان لگائیں، اپنا نام اور پتہ لکھیں اور یہ سارا فارم نیچے دئیے گئے پتے پر واپس بھیج دیں:</p> <p style="text-align: right;">URDU <input type="checkbox"/></p>
<p>Name _____</p> <p>Address _____ _____ _____</p> <p>Telephone No _____ _____</p>	<p>Return to:</p> <p>Housing Advice Cedar Wood House 2d Fulbourne Road Walthamstow E17 4GG</p>

DP09-0457 October 2009