

# Lambeth Tenants Handbook Glossary and Contacts

# Glossary

**Anti-social behaviour:** Any behaviour that could cause alarm, harassment or distress to another person.

**Choice-based lettings:** A register where tenants can bid for properties they would like to live in.

**Fire risk assessment:** A comprehensive report carried out by experts to help identify the fire hazards and risks of communal areas of buildings.

**LGBT:** A common abbreviation for lesbian, gay, bisexual and transgender community.

**Major works:** Significant work to improve council homes.

**Micro-chipping:** A small microchip placed under the skin of an animal containing information such as its owner's name.

**Mutual exchange:** Swapping your home with another council or housing association tenant, provided your landlord agrees.

**Planned maintenance:** Work to communal areas as part of a planned programme of work, for example lifts, water systems, electrics.

**Resident participation:** Where Housing Management works with residents and partners to share ideas and improve services.

**Responsive repairs:** Repairs done in response to a resident's request.

**Service charge:** A charge leaseholders pay for maintenance and repairs.

**Sheltered housing scheme:** A group of properties specially designed for elderly or disabled residents who need extra help but still want to keep their independence.

**Suspended Possession Order:** A court order setting out certain conditions that must be met or a home will be repossessed.

**Tenanted:** A property lived in by a resident paying rent.

**Tenants' and residents' association:** A group of tenants and leaseholders representing a local area they live in, usually an estate.

**Tenant management organisations (TMOs):** Organisations managed by the tenants and leaseholders. Resident members of the TMOs create an independent legal body and elect a management committee to manage the organisation. The TMO then manages the housing service under a management agreement with Lambeth Council.

# Key Contacts

## Emergency contacts

If you smell gas report it to National Grid:

**0800 111 999**

Emergency services (ambulance, fire or police): **999**

If you suspect a neighbour is being abused or treated incorrectly report it to:

The police - call **101**

Visit: [http://content.met.police.uk/ Borough/Lambeth](http://content.met.police.uk/Borough/Lambeth)

## Gas Safe register

To arrange your annual gas service of the gas appliances you own:

Telephone: 0800 408 5500

Visit: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

## Fire brigade

To arrange a home safety visit or for advice on how to make your home safe:

Telephone: 020 8555 1200

Visit: [www.london-fire.gov.uk](http://www.london-fire.gov.uk)

## Housing Management

General enquiries: 020 7926 6000 Monday to Friday, 8am to 8pm

Email: [HMfeedback@lambeth.gov.uk](mailto:HMfeedback@lambeth.gov.uk)

Website: <https://housingmanagement.lambeth.gov.uk>

Emergency out-of-hours repairs:

Defined as: Lift breakdown; Total loss of electrical power; total loss of mains water

Open

Monday to Friday, 8pm to 8am; Saturdays, Sundays and bank holidays, 24 hours

Telephone: 020 7926 6666

Housing Management North Area Housing Office

91 Kennington Lane, SE11 4HQ

Open

9am to 5pm – Monday, Tuesday, Thursday and Friday (10am to 5pm – Wednesdays only)

Email: HMnortharea@lambeth.gov.uk

Telephone: 020 7926 6000\*

Housing Management South Area Housing Office

Lunham Road, Central Hill Estate, Upper Norwood, SE19 1AA

Open

Monday to Friday, 9am to 5pm

Email: HMsoutharea@lambeth.gov.uk

Telephone: 020 7926 6000\*

\*All calls for area housing offices are directed through the Lambeth call centre.

## **ONLINE**

Visit our website

<https://housingmanagement.lambeth.gov.uk>

Report a repair

<https://housingmanagement.lambeth.gov.uk/report-a-repair>

Report Anti-social behaviour (ASB) <https://housingmanagement.lambeth.gov.uk/report-asb>

## **Lambeth Council**

Lambeth Council - Service Centre Open

Monday to Friday, 9am to 5pm Telephone: 020 7926 1000

Email: [infoservice@lambeth.gov.uk](mailto:infoservice@lambeth.gov.uk)

Visit: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

24 hour automated credit or debit card hot line

Telephone: 020 8290 2086

Housing Options and Advice Service

Speak to a customer service advisor at one of our Customer Centres.

Telephone: 020 7926 4200

Lambeth Revenues and Benefits Service

Telephone: 0345 302 2312

Write to them at  
Brixton Customer Centre,  
18 Brixton Hill, SW21RL

Email: [benefitsinfo@lambeth.gov.uk](mailto:benefitsinfo@lambeth.gov.uk)

## Lambeth Council Customer Care Centres

Brixton Customer Centre

Civic Centre, 6 Brixton Hill, London. SW2 1EG

Open

Monday to Friday 9am to 5pm;

Closed on Saturdays Sundays

## Lambeth reuse and recycling centres

Smugglers Way

Wandsworth, SW18 1JS

Open

Monday to Friday 9am to 4pm; Saturday, 8am to 6pm and Sunday, 8am to 5pm

Email: [info@wrwa.gov.uk](mailto:info@wrwa.gov.uk)

Telephone: 020 8871 2788

Southwark

43 Devon Street (off Old Kent Road), SE15 1AL

Open

1 April to 30 September, 8am to 8pm;

1 October to 31 March, 8am to 6pm

Email: [environment@southwark.gov.uk](mailto:environment@southwark.gov.uk)

Telephone: 020 7525 2000

Cringle Dock

Cringle Street (off Nine Elms Lane)

Battersea, SW8 5BX

Open

Monday to Sunday 24 hours a day

Email: [info@wrwa.gov.uk](mailto:info@wrwa.gov.uk)

Telephone: 020 8871 2788

Vale Street

West Norwood (behind West Norwood cemetery), SE27 9PA

Open

Monday, Thursday and Friday, 7.30am to

4.30pm; Saturday and Sunday, 8am to 5pm Telephone: 020 7926 9000

## Tenant Management Organisations

Angell Town Estate Management Board

Langport House, Overton Road, SW9 7HN Telephone: 020 7926 8820

Blenheim Gardens Resident Management Organisation (RMO)

24 Prague Place, Blenheim Gardens estate, SW2 5ED

Telephone: 020 7926 0158 or 020 7926 0161

Email: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

Cetra Housing Co-operative Ltd

27 Cedars Road, SW40PN Telephone: 020 7926 7555

Cottington Close Tenant Management Co-operative

1 Opal Street, Second Floor, SE11 4HZ Telephone: 020 7926 8105

Cowley Resident Management Organisation (RMO)

147 Brixton Road, SW9 6LZ Telephone: 020 7926 0690

Holland Rise TMO

95 Clapham Road, SW9 0HS

Telephone: 020 7926 0310

Loughborough Estate Management Board (EMB)

10 Featley Road, SW9 7LJ Telephone: 020 7926 8800

Roupell Park Resident Management Company (RMC)

Community Office, Brockham Drive, SW2 3RY Telephone: 020 7926 0219

Waltham Resident Management Organisation

The Old Laundry, Thornicroft House, Stockwell Road, SW9 9PT

Telephone: 020 7926 9083

Wellington Mills Housing Co-operative

24 Mead Row, Kennington Road, SE1 7JG Telephone: 020 7633 0255

## Anti-Social Behaviour: Organisations that provide support

There are many organisations that can provide support and advice to victims of anti-social behaviour and crime.

### Family Lives

This is a national charity that provides help and support on all aspects of family life.

Call their confidential helpline on **0808 800 2222** or visit **[www.familylives.org.uk](http://www.familylives.org.uk)**

Open 24 hours

### Victim Support

This is an independent charity that provides support for anyone affected by crime, including victims, friends, and family. Their services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened.

Call on **0808 168 9111** or visit **[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

Open from 8am to 8pm on weekdays and slightly shorter hours on weekends.

## DOMESTIC ABUSE SUPPORT SERVICES

### THE GAIA CENTRE

If you live in Lambeth you can contact this confidential support service for people experiencing/ who have experienced domestic abuse

Call on **020 7733 8724/ 0808 2000 247**  
or email [lambethvawg@refuge.org.uk](mailto:lambethvawg@refuge.org.uk)

### Men's Advice Line

This is a confidential helpline for men experiencing violence by a current or ex-partner (in a heterosexual or same-sex relationship).

Call on **0808 801 0327** or visit **[www.mensadvice.org.uk](http://www.mensadvice.org.uk)**

### National Domestic Abuse Helpline

This is a 24-hour helpline that provides information on how to access emergency refuge accommodation.

Call on **0808 200 0247** or visit [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

## SEXUAL VIOLENCE SUPPORT SERVICES

### Camberwell Haven

The Haven is a specialist centre in South London for people who have recently been raped or sexually assaulted.

Call on 020 3299 6900 or visit [www.thehavens.co.uk](http://www.thehavens.co.uk)

### South London Rape Crisis Centre

The centre provides specialist, confidential support and counselling to women and girls who have suffered any kind of sexual violence, recently or in the past.

Call on **0808 802 9999** or visit  
[www.rapecrisislondon.org.uk](http://www.rapecrisislondon.org.uk)

## PETS

Information on being a responsible pet owner

Battersea Dogs and Cats home:

Telephone: 020 7622 3626

Visit: [www.battersea.org.uk](http://www.battersea.org.uk)