

Ducane Housing Directory

Your essential local neighbourhood contacts at a glance

Emergency - 999

Call 999 if you are witnessing a crime and suspects are around, if you have been victim of a crime and need police straight away, or if there is a fire or a medical emergency

Police Non-Emergency line – Call 101

Call 101 if you need to report a crime but don't need police to attend straight away

Old Oak & College Park Safer Neighbourhoods Team - Local Police Team

Call your local police safer neighbourhood team to make them aware of any local issues, for crime prevention advice or to give them information. Callers can choose to stay anonymous.

Call 020 8246 2747 or email OldOak.CollegePark.SNT@met.police.uk

College Park and Old Oak

Your ward councillors are Wesley Harcourt and Elaine Chumnerly

Crimestoppers

To give crime information anonymously, call 0800 555 111

Neighbourhood Wardens

12 Neighbourhood Wardens patrol the Hammersmith & Fulham borough, seven-days-a-week, to challenge anti social behaviour and environmental nuisance. They are available from 8am-11pm, Monday to Saturday, and 8am-10pm Sunday. If you leave your contact details, you will get a call back.

Call 020 8753 2645 or email nws@lbhf.gov.uk

Housing Issues

If you need to speak to someone about low-level anti-social behaviour, at first instance you should contact the tenant directly to deal with the problem.

If non successful, contact a member of our housing management team in order to tackle the issue.

To report a repair or pay your rent, call the Ducane Housing Office on 020 8735 4990 or email enquiries@ducaneha.org.uk

To request for a housing transfer/mutual exchange, have financial difficulty to pay your rent or any queries on your tenancy, call the Housing Services Manager, Doreen Carter on 020 8735 4997

Getting registered with a GP

1. Dr DASGUPTA & Partner, The Surgery, 13 The Westway, Hammersmith W12 0PT,
Telephone: 020 8743 3704
2. Dr DANDAPAT & Partner, White City Health Centre, Australia Road, Shepherds Bush, London W12 7PH
Telephone: 020 8846 6403

Dentist

1. Oakwood Dental Practise, 74 Old Oak Common Lane, East Acton W3 7DA
Telephone: 020 8749 3371
2. Western Avenue, 54 Western Avenue, East Acton, London W3 7TZ
Telephone: 020 8743 3916

Underground Stations

We are situated between two central line tube stations, East Acton and White City. East Acton is the nearest tube station from Du Cane Road, an 8 minute walk. White City is a 12 minute walk.

Hospitals

1. Hammersmith Hospital, 150 Du Cane Road, London W12 OHS
Telephone: 020 8383 1000
2. Queen Charlotte's & Chelsea Hospital – Maternity Hospital Du Cane Road, London W12 OHS
Telephone: 020 3313 1111

Shops/Convenient Stores

1. Costcutters – nearest shop to your flat to top up your electricity.

Unit 1 Clement Danes House, Du Cane Road, London W12 OTR

Telephone: 020 8743 5888

2. Kleen Care – Laundry Service
84, Old Oak Common Lane, London W3 7DA

3. Savoy Dry Cleaners
84A Old Oak Common Lane London, W3 7DA

4. East Acton Post Office
71, Old Oak Common Lane, Acton W3 7DH
Telephone: 020 8749 3110

5. Wood Lane Post Office

8 BBC Media Centre, 201 Wood Lane, Shepherd's Bush, London W12 7TQ
Telephone: 020 8743 0315

6. Westfield – Shopping Centre, Restaurants and Cinema

Centre Management Suite, Unit 4006, Ariel Way, London W12 7GF
Hours: Monday to Saturday 10am till 10pm and Sunday 12pm till 6pm

7. Chemist

Marcus Jones, 96 Old Oak Common Lane, Acton, London W3 7DA
Telephone: 020 8743 3674

8. St Dunstan's Church

Friars Place Lane, London, W3 7AW

You can telephone the vicar, Rev'd Jon Westall, on 020 8743 4117

Email Chantelle Adams in the church office on office@stdunstanschurch.org.uk

or telephone 020 8740 1383 Monday, Wednesday or Friday between 9am and 1pm

9. Shepherd's Bush Mosque & Muslim Cultural Centre

302 Uxbridge Road, Hammersmith W12 7LJ

Storefront mosque on Uxbridge road, upstairs is for sisters, downstairs for men. Includes wudhu facilities, offers all daily prayers and jumah

10. Iceland – Low cost fresh & frozen food

90/92 Old Oak Common Lane, East Acton W3 7DA
Telephone: 020 8740 6003

11. Greggs - Bakers

69 Old Oak Common Lane, Acton W3 7DD
Telephone: 020 8743 5773

12. Homebase – Home Improvement Store

Western Circus, Western Avenue, Acton, London W3 7PE
Telephone: 0845 640 7549

13. Tesco Express

Media Village, 201 Wood Lane, London W12 7TU

14. Big Yellow - Self Storage

149 Scrubs Lane, Kensington & Chelsea, NW10 6RH
Telephone: 020 8969 9688

15. Car Giant – Used car supermarket

Hythe Road, London NW10 6RJ

16. Acton Locksmiths Ltd – Key cutting service
22 Western Avenue, London W3 7TZ
Telephone: 020 8743 3405

17. Hair Care Hairdressers
2 Erconwald Street, Shepherds Bush, London W12 0BS
Telephone: 020 8746 0849

18. Chris Hair Salon
5 Erconwald Street, Shepherds Bush, London W12 0BP
Telephone: 020 8740 5022

19. Christies Car Services
The Kiosk, White City Station, Wood Lane, London W12 7RH
Telephone: 020 8743 2221

20. Oak Tree Cars
190 Du Cane Road, Shepherds Bush, London W12 0BJ
Telephone: 020 8743 2366

Health & Fitness

1. Virgin Active Gym
36 Bromyard Avenue, London W3 7AU
Telephone: 020 8600 9600

2. Wormwood Scrubs
Known locally as The Scrubs, is an open space located in the north-eastern corner of the London Borough of Hammersmith and Fulham. Located behind the Hammersmith Hospital, it is free for use as a play area.

Nurseries and Schools

1. Old Oak Community & Children's Centre
76 Braybrook Street, East Acton, London W12 0AP
Telephone: 020 8740 8008

2. Randolph Beresford Early Years Centre - Nursery
Australia Road, Shepherds Bush, London W12 7PH
Telephone: 020 8743 7339

3. Old Oak Primary School
Mellitus Street, East Acton, London, W12 0AS
Telephone: 020 8743 7629

4. Bentworth Primary School

Bentworth Road, Westway, London W12 7AJ

Telephone: 020 8743 2527

5. Woodlane High School – Secondary School

Du Cane Road, London W12 0TN

Telephone: 020 8743 5668

6. Burlington Danes Academy – Secondary School

Wood Lane, London W12 0HR

Telephone: 020 8735 4950

Utilities

1. Thames Water

PO Box 286, Swindon, SN38 2RA

For billing and account enquiries (applicable for keyworkers ONLY) Telephone: 0845 9200 888

For water supply and wastewater enquiries Telephone: 0845 9200 800

2. EDF Electricity

Contact your electricity supply (not applicable for Vellacott House tenants) to inform them of your moving in date and that you are the new tenant Telephone: 0800 015 1733

3. Hammersmith & Fulham Borough Council, LBHF

Town Hall, King Street, Hammersmith W6 9JU Telephone: 020 8748 3020 Monday to Friday 8am-8pm

Contact your local council to pay your council tax (applicable for keyworkers ONLY) and to report littering, pest control infestation etc.

To register as a key worker Telephone: 020 8753 6464 or email h&fHome-Buy@lbhf.gov.uk

For information of services for 0 – 19 years Telephone: 0845 313 3933 or email fis@lbhf.gov.uk

Other

1. National Housing Federation, NHF – Home contents insurance

Not compulsory but advised to all tenants in order to protect them from a whole range of risks

The National Housing Federation My Home Contents Insurance Scheme offers you an affordable insurance

Telephone: 0845 337 2463 or 01628 586 189 or email myhome@jltgroup.com

2. The Deposit Protection Service, DPS

The Pavillions, Bridgewater Road, Bristol, BS99 6AA

Telephone: 0844 4727 000 www.depositprotection.com

Fast, free secure service for safety return of your deposit (applicable for keyworkers and post doctorate research fellows)

3. Housing Ombudsman

81 Aldwych, London WC2B 4HN

Telephone: 0300 111 3000 or email info@housing-ombudsman.org.uk

The Housing Ombudsman Service is set up by law to look at complaints about housing associations and local authorities that are registered with them. Complaint forms are located in the Ducane Housing office.