

COVID-19
Utilities
Information

POPLAR HARCA

Organisation	Information	Further information
	<p>Customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to keep them supplied. This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a pre-loaded top up card so that their supply is not interrupted.</p> <p>More broadly, any energy customer in financial distress will also be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary, while disconnection of credit meters will be completely suspended.</p>	
Gouvernement advice		https://www.gov.uk/coronavirus https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply
OfGem (Energy regulator)	<p>No credit meters will be disconnected during the outbreak. All energy suppliers have a Priority Service register - please contact your supplier to get on this.</p>	
Power Cut Hot line	<p>In the event you experience a power cut, please contact 105 (free phone number) and then contact your energy supplier. If serious you should contact the emergency services.</p>	
Citizens Advice Energy Helpline	0808 223 1133	
Payzone	To find a local store near you please use store locator function, this is subject to change daily.	https://www.payzone.co.uk/consumers
Pay Point	To find out more about local paypoints search via postcode check on	https://consumer.paypoint.com/
British Gas	<p>Routine Visits: all routine visits cancelled to minimise non-essential contact, this included service visits and smart meter installations.</p> <p>Emergency repairs are still happening. Contact engineers on 0333 200 8899</p> <p>If individuals are struggling to pay/ top up please contact 0333 202 9802</p> <p>British Gas Priority Services Register 0800 072 8625, or 0800 294 8604 if you're a Pay As You Go customer. Or you can contact us by textphone on 18001 0800 072 8626.</p>	https://www.britishgas.co.uk/covid19
NPOWER	<p>Online and mobile app available.</p> <p>Emergency credit notice: prepayment meter has an emergency credit facility that lets you 'borrow' money from the meter if your credit runs low. Standard emergency credit amount is £7.00 (or £12.00 for Economy 7 meters). In upcoming weeks this will change to £45.</p> <p>You should only use this in an emergency. You'll have to pay any emergency credit you borrow back to the meter, along with any debt owed - including standing charges that may have built up while you've been using the emergency supply.</p>	https://www.npower.com/help-and-support/coronavirus/

If self isolating and running low on energy - advice to get neighbours , friends or family member to assist to pay at paypoint.
Offer monthly direct debit installment to cover arrears accrued.
Top-up figures You can top up a maximum of £49 at a time. The meter will hold a maximum of £249 for gas and £255 for electricity, and if need be, you can always do multiple top ups at the shop in one visit to add more credit to your key or card.
Priority service contct details 0800 073 3000 or 0330 100 3000.

<https://www.edfenergy.com/coronavirus-advice>

EDF

Customer services 0800 096 9000
Struggling with payment contact Prepayment line on 0333 200 5110(1) and our team will support you.
Priority services 0800 269 450(1)

Thames Water

Custmer Services number 0800 980 8800
Individuals can set up direct debits over the phone. If struggling to pay bill there is option to spread the cost.
Offer watersure plus -upto 50% off on water bill if earning less than £19000

<https://www.thameswater.co.uk/help-and-advice/coronavirus#faq>

BT

Removing all caps on all of our broadband packages so every customer has unlimited data during this time
BT landline-only customers we will cap the charges of calls to all UK landlines and mobiles to £5 a month, so they can make the calls they need to without worrying about their bill.
BT Customer service 0800 800150

Community Fiber

Community Fibre will still be operating and providing installation. They have taken safety measures on working at distance from client during installation. 24 hours prior to appointment will contact clients to ensure it is safe for the to come to.
Customer service number 0800 0820770
If you are unable to pay your bill, please contact us at hello@communityfibre.co.uk, so we can review your situation.

Post Office

Boradband and home phone - If you're struggling with your bills, please get in touch as early as possible. Call us on 0345 600 3210

COVID-19
Local Services
Tower Hamlets

Category	Organisation	Purpose/Assistance Provided	Where	Website	Phone	Email
Business support	GOV.UK	Business support information during COVID-19		https://www.towerhamlets.gov.uk/ignl/business/business_support_and_advice/business_enterprise/COVID_19_Business_Support.aspx		
Community support	#Viral Kindness	A community of friendly locals that can help to do a shop, Help get prescription. They leave items at doorsteps.			Contact Flann 03330509671	
Community support	Acción Social	Community support in french		https://www.facebook.com/groups/583330462254423/		
Community support	Burdett Estate Board	Community support and access to vulnerable people			Kamal 07903330007	
Community support	Burdett Mosque	Community support and access to vulnerable people			Kamal 07903330007	
Community support	Clara Grant Primary	Providing catering for vulnerable pupils and keyworkers	Knapp Rd London E3 4BU			
Community support	Community Helps			https://www.facebook.com/groups/688829558524887/		
Community support	East London Tabernacle Baptist Church	Community support and access to vulnerable people			Pastor Kenneth Brownell 0208	
Community support	Eden Care and Muslim Burial Fund	Telephone befriending support		www.edencareuk.com	07957 199 328	info@edencareuk.com
		Burial support for those in need (for non-Muslims, they will be referred to specialist partners)		www.muslimburialfund.org		

Community support	GrowTH	Night shelter programme in Tower Hamlets - need volunteers		https://www.growthco.uk/ https://www.growthco.uk/news/coronavirus-what-do-you-need-to-know/	
Community support	Hamlets Way Mosque	Community support and access to vulnerable people			Ashraf 07983 462235
Community support	Help Them Help Us	Providing for the welfare and wellbeing of NHS staff on the frontline of the pandemic.		https://www.helpthemhelpus.co.uk/	
Community support	Hind Grove Mosque	Community support and access to vulnerable people			
Community support	LART Estate Board	Community support and access to vulnerable people			Mike Haggerty mikehaggerty@hotmail.co.uk Andrew Mahoney mahoneyaj1@me.com
Community support	Lighthouse Baptist Church	Monday night shelter programme is continuing Offered space to support the community if needed	135 Devon's Rd London E3 3QX		
Community support	Lincoln Estate Board	Community support and access to vulnerable people			07764 421 981 Christine Searle MBE csmbe@yahoo.co.uk
Community support	Locksley TRA	Community support and access to vulnerable people			Steve Russell locksleytra@gmail.com

Community support	Magic Breakfast	Magic Breakfast provides healthy school breakfasts to 48,400 children across the country. With the prospect of many of our partner schools potentially having to close, we are working to ensure that we will still be able to reach all the disadvantaged children who benefit from a Magic Breakfast		https://www.magicbreakfast.com/blog/magic-breakfast-and-school-closures
Community support	Mile End Community Project	Community support and access to vulnerable people		Nurul Islam 07961397369
Community support	onHand			https://www.beonhand.co.uk/
Community support	Salmon Lane Mosque	Community support and access to vulnerable people		Joynal Hoque 07758349643
Community support	SMU UK London Chapter			https://www.facebook.com/groups/smuuklondon/?ref=share
Community support	St Anne's Church	Community support and access to vulnerable people		Rector Richard Bray 0207 987 1502
Community support	St Pauls Way Church	Community support and access to vulnerable people		Mother Bernadette Hegarty 07930 586 229
Community support	Stebon Primary	Offering food bank to parents and those in the wider community	Burdett Estate Wallwood St, Poplar London E14 7AD	
Community support	Tenants Residents Association (Brokesly, Eric, Treby and Bede Estate)	Community support and access to vulnerable people		Tania 07930 123 444
Community support	The Guardian Angels Catholic Church	Community support and access to vulnerable people		Rev John D Elliott 0208 980 1845

Community support	Turners Road Mosque	Community support and access to vulnerable people		Zaber Ahmed 07931146427
Community support	Who Is Hussain - London		https://www.facebook.com/wihlondon/	
Community support	Your Parking Space	Free Parking for NHS Staff	https://www.yourparkingspace.co.uk/nhs-parking	
Delivery	Bikeworks	Delivering food and supplies from First Love Foundation to those in need		ZOE 07388 028641 jim.blakemore@bikeworks.org.uk zoeportlock@hotmail.com
Delivery	We Deliver	Delivering food and supplies	https://wedeliver.one/	
Financial support	East End Emergency Funds	Funds from this appeal will go towards local community groups and projects working to help the most needy and vulnerable during this crisis across Tower Hamlets, Hackney and Newham. This will include regular contact for isolated people, advice and help with access to medical services, shopping deliveries and other support. It will also support foodbanks and other services for the most vulnerable in our community, additionally it will enable these groups and projects to change the way they work overnight	https://eastendcf.org/	020 7345 4444 info@eastendcf.org
Financial support	Financial Health Centre	Debt Welfare and benefits Universal credit Employment Housing Money Management Training & job search Disability matters	Closed www.thh.org/fhc	0207 364 2200 fhc@thh.org.uk

Food bank	Bow Food Bank	Food bank	Bow Church, St Mary & Holy Trinity 230 Bow Road E3 3AH	http://www.bowfoodbank.org/	info@bowfoodbank.org
Food bank	E1 Foodbank	Support the vulnerable and elderly. Drop off point for donations: Micro Business Park, 46-50 Greatorex Street, London, E1 5NP			If you want to donate or need emergency supplies contact us on 0208 088
Food bank	Fern Street Family Centre	Help us support struggling families and individuals during the Coronavirus crisis with food parcels and kids activity packs as well as access to phone advice and support	Fern Street London E3 3PS	http://www.fernstreet.org.uk/	0207 987 1949 fernstreet@allhallowsof.org.uk
Food bank	First Love Foundation	Providing emergency food support	Various	www.firstlovefoundation.org.uk	020 3069 9877 Denise 020 7510 9859 07939 464946 denise@firstlovefoundation.org.uk
Housing Association	Glenkerry co-operative Housing association	Volunteer support as part of the viral kindness campaign Collect shopping and running errands for Glenkerry House elderly / venerable residents			katiejohn@f2s.com mailto:katiejohn@f2s.com
Housing Association	Poplar HARCA	Service changes and updates for tenants Links to support services for all		https://www.poplarharca.co.uk/mediareleases/coronavirus-update-service-changes-and-support	0800 035 1991 info@poplarharca.co.uk

Housing Association	Resident support scheme	Tower Hamlets has designed this scheme to support those who are in need of immediate help and have no financial support available to them.		Application to be made online: https://www.northgate-nes.co.uk/pls/pwslive/f?p=NSF FQ:10:17167522090716::NO:SESSION:APP_LA_CODE,APP_TEXT_LANGUAGE:LBTOW,ENG&cs=3AupraXwwQDYMPIFLGHUHbGO6l8MrIaOfLOqEmjXJfCH3qKRN BgQKdHxYS5XfNVD7DzbyckFhwj0tzCi0cqFFsg
Housing Association	Tower Hamlets Housing Scheme	Residents who are homeless or at risk of being homeless can call for support		0207 364 7474
Medical support	St Paul's Way Medical Centre	Focusing on telephone appointments	First Floor 11 Selsey St London E14 7LJ	stpaulswaymedicalcentre.nhs.uk 020 7538 0833 Anwar
Mutual Aid	Bow E3 COVID-19 Mutual Aid Facebook Group	Community support and information in the E3 area		https://www.facebook.com/groups/643367883166920
Mutual Aid	Bromley North Ward Mutual Aid Group	Organised community whatsapp group for sharing advice and useful information on a localised level.		https://chat.whatsapp.com/LOw4OVVikt8SEjpt99xiS
Mutual Aid	Bromley South Ward Mutual Aid Group	Organised community whatsapp group for sharing advice and useful information on a localised level.		https://chat.whatsapp.com/GHn1mlgmPW94hBziIH0EYr Yining 07719 701 947
Mutual Aid	COVID Mutual Aid	All local groups and planning resources for group found here		https://covidmutualaid.org/ https://covidmutualaid.org/local-groups/
Mutual Aid	Covid-19 Mutual Aid			https://www.facebook.com/groups/151925132663139/

Mutual Aid	Lansbury & Poplar Ward Mutual Aid Group	Organised community whatsApp group for sharing advice and useful information on a localised level.	https://chat.whatsapp.com/F41Xi09nZDYlw5oDHnhu1m	
Mutual Aid	Limehouse Ward Mutual Aid Group	Organised community whatsApp group for sharing advice and useful information on a localised level.	https://chat.whatsapp.com/Joar9Z8wfZ45VgtCSCqjms	
Mutual Aid	London COVID-19 Mutual Aid, UK Migrant and Asylum Seeker Support		https://www.facebook.com/groups/193855082039231/about/	
Mutual Aid	London COVID-19 Mutual Aid, UK Migrant and Asylum Seeker Support		https://www.facebook.com/groups/193855082039231/about/	
Mutual Aid	London LGBTIQ+ COVID19 Mutual Aid		https://www.facebook.com/groups/646616226125829/	
Mutual Aid	London COVID-19 Mutual Aid		https://www.facebook.com/groups/621285635318842/?ref=share	
Mutual Aid	Mile End Ward Mutual Aid Group	Organised community whatsApp group for sharing advice and useful information on a localised level.	https://chat.whatsapp.com/ErYPsy8ciQp9D193Y3dfBT	Chloe 07809 826 066
Mutual Aid	Tower Hamlets COVID-19 Community Support Facebook Group	Community support and information across the borough	https://www.facebook.com/groups/2740546326063053/	
Mutual Aid	Vivid 19 mutual aid UK		https://www.facebook.com/groups/151925132663139/?ref=share	
Support for vulnerable people	Age UK East London	82 Russia Lane Bethnal Green E2 9LU	www.ageuk.org.uk/eastlondon	020 89817124 info@ageukeastlondon.org.uk

Support for vulnerable people	Bow Haven	A local, community based, mental health charity	Closed	http://www.bowhaven.org.uk/	0203 022 5778 or 07505 002 350
Support for vulnerable people	Central London Helpline			https://www.facebook.com/London-Coronavirus-Volunteers-103213201317505/	
Support for vulnerable people	Gov.UK	Support for extremely vulnerable people		https://www.gov.uk/coronavirus-extremely-vulnerable	
Support for vulnerable people	Help Vulnerable Citizens in London during Covid-19			https://www.facebook.com/groups/2666772363371365/	
Support for vulnerable people	Isolation Volunteers			https://twitter.com/IsoVol_UK	
Support for vulnerable people	Mind Tower Hamlets and Newham	Mental health online resources		https://www.mithn.org.uk/info-020-7510-1081-mental-health-resources/ https://www.mithn.org.uk/our-services/mental-health-services/connecting-communities/online-resources/ - space for people to talk to one another	
Support for vulnerable people	Neighbours in Poplar	Practical support for vulnerable people	St Matthias Community Centre 113 Poplar High St E14 0AE	https://www.neighboursinpoplar.com/	0207 987 0257 enquiries@neighboursinpoplar.com
Support for vulnerable people	RAMFEL	London and Essex charity that supports vulnerable migrants to access justice and that provides vital support in moments of individual crisis		http://www.ramfel.org.uk/news/corona-virus-service-update	

Support for vulnerable people	Refugee Council	Lifeline for refugees and those seeking asylum. - now providing digital support Daily updated TRANSLATED NHS guidelines		https://www.refugeecouncil.org.uk/latest/news/covid-19-emergency-refugee-council-response/	
Support for vulnerable people	Samaritans	Mental health support		https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/	116 123
Support for vulnerable people	Shout Crisis Helpline	Not Medical advice For anyone struggling with their mental health in isolation or suffering from anxiety			Please text SHOUT to 85258. Shout offer free 24/7 text line support for those feeling in crisis.
Support from shops	A.M. Dairies - Milk and dairy delivery service	Milk and dairy delivery service all over London			07957 333564
Support from shops	Bangla Bazar Cash and Carry	Local shops that will deliver	132 Salmon Lane Salmon Lane E14 7PQ		0207 510 2004
Support from shops	Covent Garden fruit and veg market	Slashing prices for all		https://www.newcoventgardenmarket.com/blog/home-deliveries-of-fresh-fruit-and-vegetables-from-new-covent-garden-market	
Support from shops	Euro Cash and Carry	Local shops that will deliver	92 Hamlets Way E3 4SY		0208 980 3585

Support from shops	Mace Express Convenience Store	Local shops that will deliver	110 Coborn Rd E3 2DG	020 8981 2776
Support from shops	Nisa Local - Devon's Road	Open till 9pm for residents that need to top up their electric meter		0207 5372165
Support from shops	Roman Road - Post Office	Nisa Local on Bow road have said their machine is currently out of order for electric top ups but have advised people to go to Roman Road post office.	138 Roman RD Bethnal Green E3 0RX	
Support from shops	Shuaib Brothers	Local shops that will deliver	105-107 Hamlets Way E3 4TL	02089802088 07931136178
Support from shops	Tesco, Aldi, Lidl	Many supermarkets are currently recruiting staff to stack shelves and other duties around the supermarket		Residents can search their local store online to see if they are recruiting.
Welfare and Advice	Account 3	Remote advice available		0207 739 7720 admin@account3.org.uk
Welfare and Advice	Bromley By Bow Centre	Remote advice available		020 8709 9700 connect@bbbc.org.uk
Welfare and Advice	DeafPlus	Remote advice available		Text only 07745708878 Aiysha.begum@deafplu s.org
Welfare and Advice	Island Advice	Remote advice available		0207 987 9379 admin@island- advice.org.uk.
Welfare and Advice	Legal Advice Centre	Remote advice available		0203 606 0372 admin@legaladvicecent re.london
Welfare and Advice	Limehouse Project	Remote advice available		0207 538 0075 info@limehouseproject .org.uk
Welfare and Advice	OSCA	Remote advice available		abdi@oceansomali.org. uk
Welfare and Advice	Praxis	Remote advice available		0207 749 7605 admin@praxis.org.uk
Welfare and Advice	St Hilda's	Remote advice available		0207 739 8066 mail@sthildas.org.uk

Welfare and Advice	St Peter's	Remote advice available	0207 729 1036 stpetersba@live.co.uk
Welfare and Advice	THLC	Remote advice available	0207 538 4909 info@thlc.co.uk
Welfare and Advice	Toynbee	Remote advice available	020 7392 2953 advice@toynbeehall.org.uk
Welfare and Advice	Welfare Support	Dedicated phone lines for people to book welfare support phone appointments	0207 364 7010
Wellbeing	Amazon	<p>Amazon canceled the subscription of books and audio stories for children and students of all ages as long as schools are closed, kids everywhere can instantly stream an incredible collection of stories, including titles across six different languages, that will help them continue dreaming, learning, and just being kids.</p> <p>All stories are free to stream on your desktop, laptop, phone or tablet using the following link</p>	https://stories.audible.com/start-listen.
Wellbeing	Fit for What	Free live bodyweight workout from home	https://wellone.co.uk/activities/live-bodyweight-workout-exercise-from-home/
Wellbeing	Joe Wicks - The Body Coach	Live and free PE sessions for kids during school closures	https://www.youtube.com/channel/UCAxW1XT0iEJo0TYIRfn6rYQ
Wellbeing	Open University	The Open University has made courses free so we can learn a new skill whilst we're all isolated	https://www.open.edu/openlearn/free-courses/full-catalogue