

The logo for Notting Hill Genesis is a stylized oval shape composed of overlapping green, blue, and yellow segments. The text "Notting Hill Genesis" is written in white, sans-serif font across the center of the logo.

Notting Hill  
Genesis

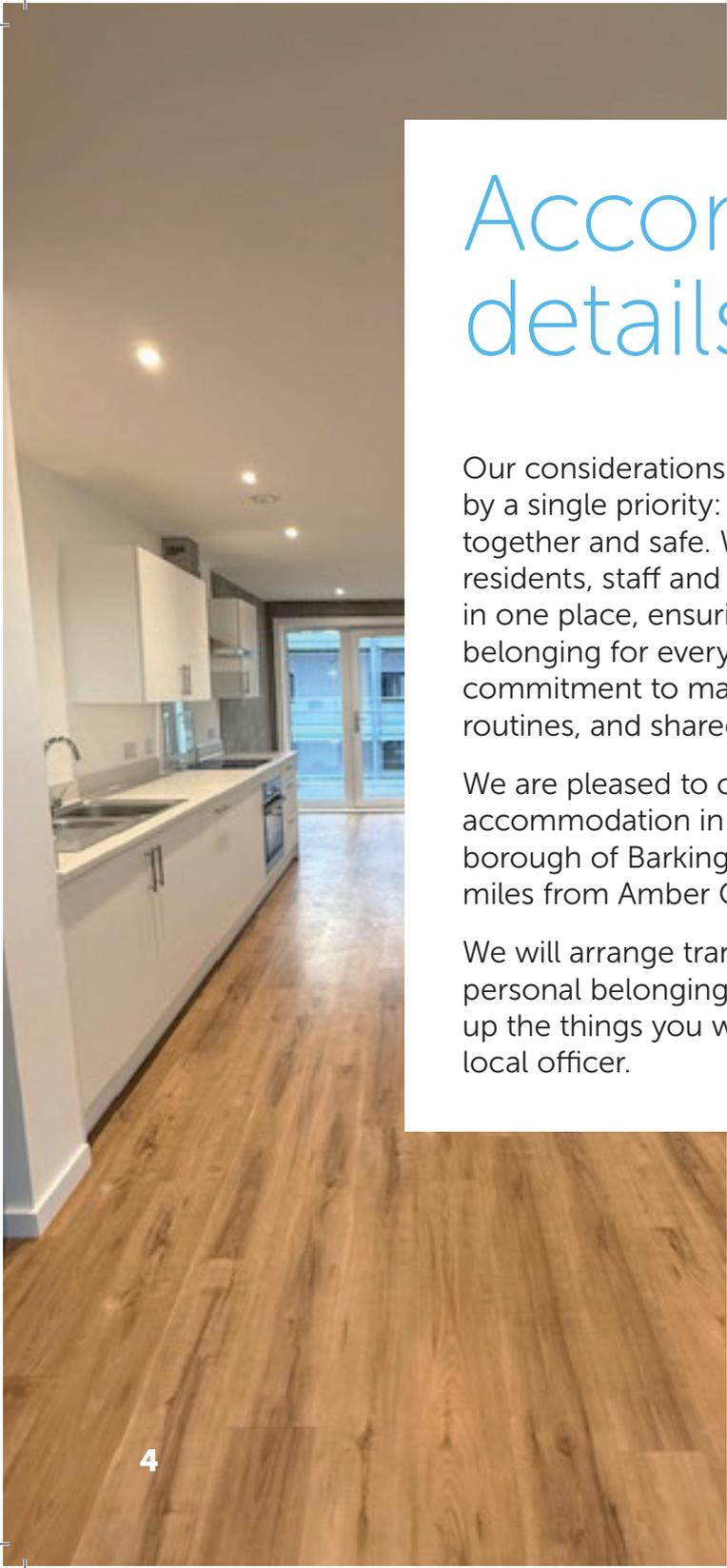
The background of the entire page is a photograph of a modern, multi-story brick building with a curved facade. The building features numerous windows and balconies. The image is overlaid with a semi-transparent blue and green gradient. The text "Welcome to Oxlow Lane" is centered in the lower half of the image in a white, sans-serif font.

Welcome to  
Oxlow Lane



We have produced this brochure on your move to Oxlow Lane to answer the questions you will probably have. We want to be as transparent as possible and assure you that your health, safety and welfare is our primary concern at this unsettling time.

Once you have read it, you may still have questions. If so, please speak to your local officer and they will coordinate further questions and answers so we can share them with everybody.



# Accommodation details

Our considerations throughout this process have been guided by a single priority: keeping the Amber Court community together and safe. We have aimed to identify a location where residents, staff and essential care support can come together in one place, ensuring continuity, stability and a sense of belonging for everyone involved. This approach reflects our commitment to maintaining the strong relationships, familiar routines, and shared identity that define life at Amber Court.

We are pleased to confirm that we have secured temporary accommodation in a building called Oxlow Lane. This is in the borough of Barking and Dagenham and is approximately eight miles from Amber Court.

We will arrange transportation to help you move your personal belongings to Oxlow Lane. If you require help boxing up the things you want to take with you, please speak to your local officer.

## Address

278 Oxlow Lane,  
Dagenham,  
RM10 8FB

Please see the section below ('Transport links') for more information on where this is.

## Facilities

Oxlow Lane is a four-storey new build owned by Newham. There is a lift, and it has communal space where you can socialise with other residents. There is lots of parking onsite.

You will be allocated your own flat and we will make sure furniture, white goods (including a washing machine), kitchenware, bedding, etc. are provided so that all you need to bring with you are your personal belongings, such as clothes, toiletries, medications and support aids, chargers and mementoes.

## Meals

There is no communal kitchen or dining room at Oxlow Lane. We are working with Savills, our caterers, on suitable alternative meal provision, such as a meal delivery service.

We will talk you through this in more detail when we arrive at the best solution.

## Repairs

We do not own the building and are not responsible for carrying out repairs ourselves. However, we will liaise with the landlord to ensure repairs and any issues you have with your property get resolved in a timely manner. Please raise any problems you see in the property with your local officer.



# Rent and expenses

## Housing costs

Your address at Amber Court remains your permanent home. This is where your rent and service charges will continue to be charged to. If you receive benefit support to help you pay your rent and service charges, you must keep any claim open at that address.

We will cover your rent and service charges at Oxlow Lane. You do not have to pay any additional rental or service charge costs for staying at Oxlow Lane.

## Council tax

Council tax acts differently to rent and service charges and you are responsible for making sure this gets paid at Oxlow Lane. Your supported housing officer can help you to contact Newham Council to confirm the date of the change and any follow up.

If the council tax at Oxlow Lane is more than the council tax you pay at Amber Court, we will reimburse you the difference. You will need to keep the bills sent to you as proof.

We will cover the council tax due on your home at Amber Court.

Please speak to your local officer if you would like to be referred to our welfare benefits team for more information or help.

## Electricity charges

You will continue to be responsible for paying your personal electricity charges. Your local officer will assist you with changing your address with your supplier.

## Additional expenses while living away from home

If you have extra costs to pay because you are living away from home and out of borough, we will cover reasonable expenses, including costs to help you maintain current links you have in Stratford.

Please keep all your receipts and speak to your local officer.

# Staffing and transfer of care

## Notting Hill Genesis staffing arrangements

There will be a 24-hour Notting Hill Genesis presence, including concierge, at Oxlow Lane, just as you are used to at Amber Court.

This means the team you see every day will be around to assist you with your tenancy and facilitate opportunities to socialise with your fellow residents.

## Provision of care

Because a large number of you are relocating to the same location, and there is office space, we can confirm that Care Support will continue to provide your care services as they currently do at Amber Court.

If your care is delivered by someone other than Care Support, please bring this to your local officer's attention so we can discuss this situation with them.

## Provision of medical and care equipment

Whatever medical equipment you have at Amber Court will be replicated at Oxlow Lane. Our preference is to source new equipment to instal in preparation for your arrival. If we need to bring equipment from your home at Amber Court, we will manage this on your behalf.

## Practicalities of care at Oxlow Lane

Oxlow Lane was built as a social housing building. This means it was not designed to meet individual care needs, but we wanted to provide our residents with temporary accommodation as soon as possible, to reduce uncertainty that can lead to anxiety.

We believe that for most people, the building will accommodate their care needs. If you have any questions or concerns about your individual circumstances, please speak with your local officer, care provider, social worker or occupational therapist so we can meet your needs.

## Telecare provision

Telecare will work a bit differently to what you are used to at Amber Court but will still keep you safe.

Everybody will be given a GPS pendant with a button that will call carers on your floor. If they cannot answer, it will call carers on other floors. If there is still no answer it will call the office.

The benefits of this option are that the pendants work anywhere in the building, not just in your flat and they have a microphone and speaker, meaning you can talk to the responder.

We will talk you through it and set it up in a way that best suits your needs when you move in, so that you are comfortable using it.

Please speak to your local officer, care provider, social worker or occupational therapist if you feel you require further aids and adaptations to live safely and independently at Oxlow Lane.

# Transport links

## Tube

The nearest tube station is Dagenham East, which is on the District Line (0.7 miles).

## Local bus routes

Bus 103 runs between Chase Cross and Rainham Interchange. The nearest stop is Rainham Road South.

Bus 174 runs between Dagenham Park Square and Marsh Way, terminating at the C E M E business centre in Rainham. The nearest bus stop is on Oxlow Lane.





# Local amenities

Here we have provided you with commonly requested local amenities to help you get your bearings and settle into your temporary home.

We are also keen to help you maintain the links you have in Stratford to things such as community centres, places of worship and medical care whilst you are away and can help with reasonable costs to do this, so please speak with your local officer if you think this would help you.



Bureau de Change

## Supermarkets

Tesco Express,  
201 Oxlow Lane,  
Dagenham,  
RM10 7YA (0.5 miles)

Oxlane Food Centre,  
229-233 Oxlow Lane,  
Dagenham,  
RM10 7YA (0.2 miles)

## Pharmacy

Oxlow Pharmacy,  
217 Oxlow Lane,  
Dagenham,  
RM10 7YA (0.2 miles)

## Post office

Oxlow Lane Post Office,  
1-3 Frizlands Lane,  
Dagenham,  
RM10 7YS (0.2 miles)

## Petrol station

Texaco,  
260 Oxlow Lane,  
Dagenham,  
RM10 7YX (0.1 miles)

## Pie and mash

Brooke Pie & Mash,  
833 Dagenham Road,  
Dagenham,  
RM10 7UP (0.2 miles)

## Shopping centres

Heathway shopping  
centre,  
Dagenham,  
RM10 8RE (0.8 miles)

The Mercury shopping  
centre,  
Mercury Gardens,  
Romford,  
RM1 3EE (3.3 miles;  
103 or 174 bus)

## Library

Dagenham Library and  
family hub,  
1 Church Elm Lane,  
Dagenham,  
RM10 9QS (0.8 miles)

## Parks and outside spaces

Pondfield Park,  
Pondfield Road,  
Dagenham,  
RM10 8HB (further along  
Wantz Road)

Central Park (Dagenham),  
Rainham Road North,  
Dagenham,  
RM10 7EU (1.2 miles;  
103 bus)

Eastbrookend Country  
Park,  
The Chase,  
Romford,  
RM7 0SS (1.2 miles;  
103 or 174 bus)

## Places of worship

RCCG Jesus People's Parish  
Dagenham,  
Unit 19, Midas Business Centre,  
6a Wantz Road,  
Dagenham,  
RM10 8PY  
(across the road)

Grace to Grace International Church,  
Graceland, Wantz Road,  
Dagenham,  
RM10 8PS (0.3 miles)

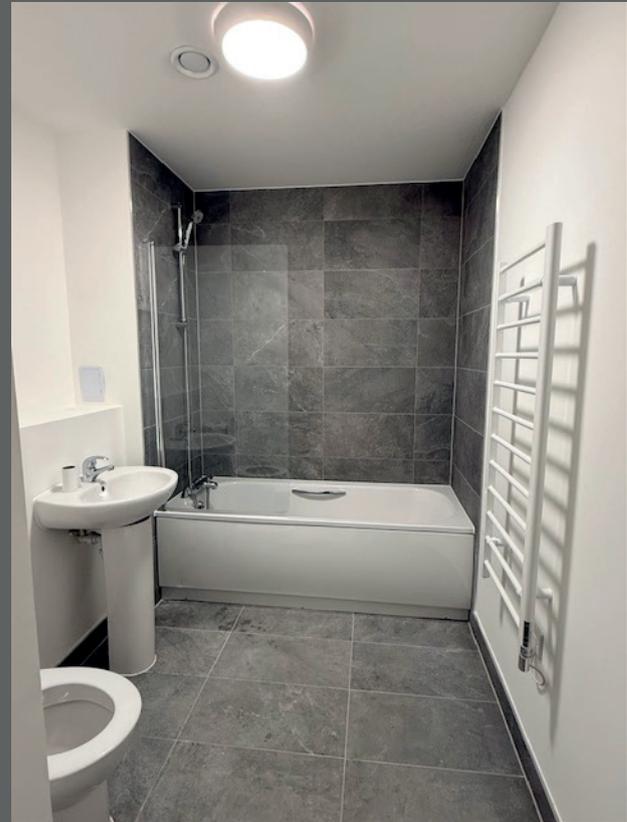
Power House International Ministries,  
280 Oxlow Lane,  
Dagenham,  
RM10 8LP (0.4 miles)

Oxlow Lane Baptist Church,  
283 Oxlow Lane,  
Dagenham,  
RM10 8PS (0.2 miles)

Tasnim Jamia Masjid,  
Rainham Road South,  
Dagenham,  
RM10 8TX (0.3 miles)

Dagenham Jamme Masjid,  
Barnmead Road,  
Dagenham,  
RM9 5DX (0.8 miles; 174 bus)







## Contact details

Telephone switchboard:  
020 3815 0333

Email:  
[Ambercourtsupport@nhg.org.uk](mailto:Ambercourtsupport@nhg.org.uk)