



CITY LIVING

Keeping our residents up to date

RESIDENT SERVICES DIRECTORY



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Reporting a problem

All residents are encouraged to report any problems through the City of London App.



Find out more:

[registers.cityoflondon.gov.uk/
applications/RAP/](https://registers.cityoflondon.gov.uk/applications/RAP/)



Air Quality (CityAir app)



The City of London Corporation, in conjunction with Imperial College London, has developed a free smartphone app which helps Londoners lower their exposure to air pollution. The app is available for iOS and Android and is compatible with iPads.

Find out more:

www.cityoflondon.gov.uk/cityairapp



City Air Community

Each year, the Air Quality team holds community engagement events for residents, students and workers.

Find out more:

www.cityoflondon.gov.uk/cityaircommunity



City Gardens

The City Gardens team is responsible for green space management of around 170 sites which includes parks, gardens, churchyards, plazas and highway planting as well as 1400 trees in the Square Mile.

Find out more:

[www.cityoflondon.gov.uk/
citygardens](http://www.cityoflondon.gov.uk/citygardens)

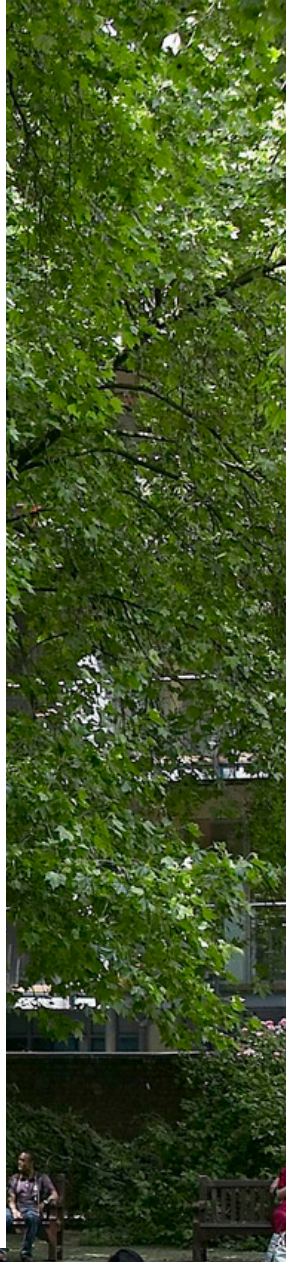


Volunteering in City Gardens

Volunteering with City Gardens is fun, a great way to connect with each other, with your local communities and discover new places. We value our volunteers, and, in return of your time, we offer a high quality, impactful and memorable volunteering experience.

Find out more:

[www.cityoflondon.gov.uk/
citygardensvolunteering](http://www.cityoflondon.gov.uk/citygardensvolunteering)

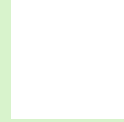


Cleansing

If you have an enquiry about street cleansing, waste and recycling services or City Gardens, call: **020 7606 3030**. This is a 24 hour line and diverts through to the weighbridge out of hours.

Report an issue:

https://cityoflondon-self.achieveservice.com/en/service/Contact_the_City?sid=8



You can report issues such as a missed bin collection, excessive litter or fly tipping using our online fault reporting form below, or via the Contact Centre on **020 7606 3030**. We will respond within 24 hours.

Report an issue:

registers.cityoflondon.gov.uk/applications/RAP/



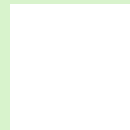
Climate Action

These guides on our website aim to help you understand what steps you can take from your home and with your community to take on climate action and help reduce greenhouse emissions.



Find out more:

www.cityoflondon.gov.uk/climateactionresidents



Learn about **which items are recyclable** using the City of London's Recycling A-Z



Highways

If you have any questions relating to temporary works taking place on the highway, call **020 7332 3553** from 9am to 5pm Monday to Friday.

To report a fault (pothole, carriageway, pavement damage, loose broken paving and kerbs, damaged covers of fire hydrants, subway pipes, vents and utilities, street lighting, lifebelt damaged or missing, street furniture defects such as bollards, signs or benches), call **020 7606 3030** from 9am to 5pm Monday to Friday

To report on a red route or with traffic lights, call: **0343 222 1234**

Road closures:

www.cityoflondon.gov.uk/roadclosures

Report a fault:

www.cityoflondon.gov.uk/highwaysfaultreporting

Report a red route or with traffic lights:

streetcare.ffl.gov.uk

Licensing

If you would like advice or assistance with an application or licence please contact the licensing team by phone on **020 7332 3406** or send an email to licensing@cityoflondon.gov.uk.

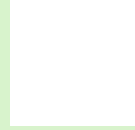
The City of London Safer City Partnership (SCP) has access to expertise and materials that could assist licensees with various challenges including crime prevention, drug related problems and helping customers to be more aware of their personal safety and crime issues. Call **020 7332 3808** or email safer.city@cityoflondon.gov.uk.

Noise pollution

If you are in the Square Mile and being disturbed by noise now call **020 7606 3030**. This is a 24-hour service available every day of the year.

Report an issue:

www.cityoflondon.gov.uk/distubedbynoise



Parking

For parking related enquiries call **020 7332 3366** or email pto@cityoflondon.gov.uk.

Transport

For enquiries relating to transportation, public realm or road danger reduction, email policy.projects@cityoflondon.gov.uk.

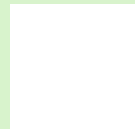
Waste and recycling

If you need to report a missed collection for your general waste, recycling or food waste recycling, please get in touch with the Contact Centre on **020 7606 3110**, email recycling@cityoflondon.gov.uk or log the missed collection online via the Online Service Enquiry Form below. Please put "missed collection" as the enquiry.

Recycling and general waste are collected Monday to Saturday. Food waste recycling is collected Monday, Wednesday and Friday.

Report an issue:

www.cityoflondon.gov.uk/missedwastecollection

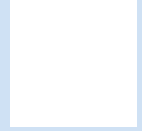


Adult Skills and Education Service

The Adult Skills and Education Service works in partnership with community and voluntary organisations, schools, children's centres and libraries to offer training and education to adults living in the City of London.

Find out more:

www.cityoflondon.gov.uk/adultskills

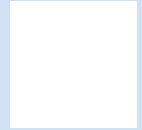


Adult Social Care

The Adult Social Care Team provides advice, information and care services to City residents over the age of 18 with community care needs such as: learning disabilities, physical disabilities, mental health difficulties, sensory impairment, long standing illness, age-related conditions. Contact: **020 7332 1224**

Find out more:

www.cityoflondon.gov.uk/socialcareforadults



Age UK

Age UK work with older people in the Square Mile. Join an Age UK digital drop-in, come along with your mobile, tablet or laptop and learn how to use them better:

- Portsoken Community Centre: Second and fourth Tuesdays of the month, 2-4pm
- Shoe Lane Library: Third Tuesday of the month, 2-4pm
- Barbican Library: Every Tuesday 5:30 - 7pm

Find out more:

www.ageuk.org.uk/cityoflondon



Carers

Do you provide unpaid help and support to a partner, relative, friend or neighbour who could not manage without your help, due to age, physical or mental health issues, substance misuse or disability? If you answered 'yes', then you are a carer and there may be support available for you.

Find out more:

www.cityoflondon.gov.uk/carers



City Advice

Helping people manage everyday problems. City Advice advisors offer a confidential and impartial service and are qualified to advise on consumer and employment rights, welfare benefits, debt, housing and legal issues, relationships or health and wellbeing.

Call **020 7392 2919** (Monday - Friday 10am-1pm and 2-4pm) for help and advice, text **07432 658 083** or email city.advice@toynbeehall.org.uk

Find out more:

www.cityoflondon.gov.uk/cityadvice



City Connections

City Connections delivers services to residents and workers in the Square Mile focusing on health and wellbeing services.

Find out more:

cityconnections.org.uk

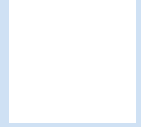


Child Protection

You can contact us at any time if you have concerns about a child or young person who lives in the City of London. Call **020 7332 3621** Monday to Friday, 9am-5pm, or call **020 8356 2710** at all other times, or email **children.duty@cityoflondon.gov.uk**.

Find out more:

www.cityoflondon.gov.uk/childprotection



Ensuring Every Child Has Access to Education

Are you new to the City and searching for a school, or know a family in need of school placements? The City of London Education and Early Years Service supports families with the school admissions process and ensure every child has access to quality education. Contact: **eeyservice@cityoflondon.gov.uk**

Find out more:

www.cityoflondon.gov.uk/missingschool



Family Information Service

Offering free and impartial information about local services and events available to children, young people and families living and working in the Square Mile.

Find out more:

www.fis.cityoflondon.gov.uk



Find out more:

www.cityoflondon.gov.uk/childcareearlyyears



Golden Lane Leisure Centre

Fann Street, EC1Y 0SH

The City Corporation works in partnership with Fusion Lifestyle, an experienced sports and leisure organisation, to deliver sport and physical activity in the Square Mile. As a registered charity, Fusion continually reinvests to improve and develop what's on offer in the community and specialises in delivering state of the art facilities and high quality services.

Find out more:

www.fusion-lifestyle.com/centres/golden-lane-sport-fitness/



SEND Local Offer

This outlines the services and information relevant for children and young people up to 25 years old who have Special Educational Needs and/or Disabilities (SEND), providing accessible information about services available in the area.

Find out more:

www.cityoflondon.gov.uk/localoffer

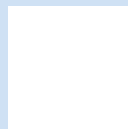


Youth Services

Our drop in youth sessions are somewhere for young people to relax in a safe and friendly environment staffed by qualified youth workers. Our providers, Society Links and Prospects, deliver activities for young people from six to 19 years old (up to 25 years old for young people with SEND) in the City of London.

Find out more:

www.cityoflondon.gov.uk/youthservices



Barbican and Community Libraries

Barbican and Community Libraries is the name for the City of London's public lending libraries. They are free to join to anybody who lives, works or studies or is a regular visitor to the City of London. Membership entitles you to borrow items and to access online resources at all of our libraries:

Artizan Street Library and Community Centre

1 Artizan Street, E1 7AF

Barbican Library (including Barbican Music Library and Barbican Children's Library)

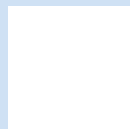
Level 2, Barbican Centre, EC2Y 8DS

Shoe Lane Library

1 Hill House, Little New Street, EC4A 3JR

Find out more:

www.cityoflondon.gov.uk/libraries



Barbican Estate

All general enquiries

Barbican Estate Office - reception: **0207 029 3958**

Barbican.Estate@cityoflondon.gov.uk

Repairs

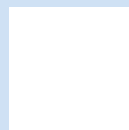
0207 029 3909 | barbicanrepairs@cityoflondon.gov.uk

Out of Hours Service

Contact your Estate Concierge/Lobby Porter **020 7029 3953**

Find out more:

www.cityoflondon.gov.uk/barbicanestate



City of London social housing estates

Golden Lane Estate Office

020 7253 2556 | GoldenLane@cityoflondon.gov.uk

Middlesex Street Estate

020 7247 4839 | mse@cityoflondon.gov.uk

Benefits

020 7332 3937 | benefits@cityoflondon.gov.uk

Estate Services (cleaning, caretaking and gardening)

Report issues to your estate office or by email:

estateservices@cityoflondon.gov.uk

Homelessness

0207 332 1804 | homeless@cityoflondon.gov.uk

Home Ownership/Leaseholders

home.ownership@cityoflondon.gov.uk

Housing Needs

hadvice@cityoflondon.gov.uk

Rent & Arrears

Pay your rent: **020 7332 3937** (ask for housing rents)

DCCS-rentsteam@cityoflondon.gov.uk

Rent arrears: call your estate office or email:

incomerecoverofficer@cityoflondon.gov.uk

Repairs

0800 035 0003 | propertyservices@cityoflondon.gov.uk

Urgent estate matters (not repairs): **020 7256 6583**

Find out more:

www.cityoflondon.gov.uk/housingestates



City of London Police

The Policing Plan for 2025 to 2028 explains how the City of London Police will meet its vision to be a trusted and inclusive police service, keeping the City of London safe and transforming the national policing response to fraud, economic and cyber crime.

The Plan details priorities, including how the police will reduce and respond to theft and violence, and continue to protect the City from terrorism.

A model which puts the community at the forefront of our activity, enabling residents and businesses to communicate directly with officers responsible for their area.

The City is split into two policing 'Sectors', East and West, with a senior leader responsible for each sector. The Sectors are broken down further into six 'clusters' comprised of several, smaller wards. Check online for upcoming cluster panel meeting dates.

Find out more:
bit.ly/col_policing_plan



Clean Air Day

Clean Air Day is on 19 June (the third Thursday of June). Set up by Global Action Plan, Clean Air Day is the largest nationwide engagement for raising awareness on air pollution.

Find out more about Clean Air Day and how to get involved at the Global Action Plan's Clean Air Day.

If you would like us to partner with you for Clean Air Day, please contact the Air Quality Team. - airquality@cityoflondon.gov.uk

Find out more:

www.cityoflondon.gov.uk/cityaircommunity



Give and Take Days

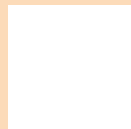
Several times throughout the year, the Recycling Team run Give and Take Days at different locations across the City. Have items in a reusable condition you no longer need? Looking for something new-to-you? This is your chance to declutter sustainably while helping to reduce waste and support your local community.

The day is spilt into two parts - the 'Give' where you can come and donate your unwanted items, and 'Take' where you can select items you'd like to bring home with you.

- 24 May: Golden Lane Community Centre
- 12 July: St Giles Cripplegate, Barbican
- 4 October: Artizan Street Library and Community Centre

Find out more:

www.cityoflondon.gov.uk/giveandtake



City Plan Local Plan Hearing

On 29 August 2024, the City of London submitted the proposed submission draft City Plan 2040 to the Secretary of State. The City Plan 2040 is now subject to an independent examination to be conducted by the Planning Inspectorate. This is a continuous process running from the date of submission through to receipt of the appointed Planning Inspectors' final report. Once confirmed, all details relating to the examination process will be made available online and sent by email to all respondents.

- 10 June - Heritage and Tall Buildings
- 11 June - Heritage and Tall Buildings
- 12 June - The Temple, the Thames Policy Area & the Key Areas of Change, Implementation, Monitoring

Find out more:

www.cityoflondon.gov.uk/cityplan2040examination



London Sport Festival

A unique festival of sporting installations and activations across the capital in some of London's most iconic locations together with hidden streets and leafy backwaters.

With pickleball, table tennis, bucketball, basketball, football, fitness classes, archery, live music and food, something for everyone to enjoy throughout the summer months.



Find out more:

www.londonsportsfestival.com



Projects and activities offered by community partners

Active Mindset Project

Wednesdays 2.30 - 4.30 pm

Artizan Street Library and Community Centre, E1 7AF

These free sessions offer various creative activities such as crafts, drawing, painting, gallery visits, followed by refreshment. Book your place: forgetmenotproject17@gmail.com

Aldgate FOOD Club

Thursdays 1-3pm

Artizan Street Library and Community Centre, E1 7AF

Good food at low cost – helping reduce food waste. Join Family Action's weekly FOOD Club in Aldgate for just £1 a year. Members can buy a weekly food box worth ~£15 for only £4. Open to anyone living or working in the City of London. Book your place: LondonFoodClubs@family-action.org.uk

Barbican Disability Swim Club

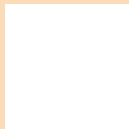
Every Wednesday 6.15-7.30pm

Golden Lane Leisure Centre

Are you a disabled adult who wants to swim or be active in the water? Join one of our swimming clubs and get the support you need. We are also looking for volunteers to support. Book your place: info@weswim.club

Find out more:

weswim.club/barbican



City of London Guides - Free Walking Tours

Guildhall Art Gallery, Guildhall Yard, EC2V 5AE

Learn about the gallery's collection on a free tour led by a City of London Guide. They take place Tuesday - Sundays, at 12:15 and 13:15pm. There's no need to book - just turn up on the day.

Find out more:

www.cityoflondonguides.com



Dragon Café in the City

**Fortnightly on Wednesdays
Shoe Lane Library**

Dragon Café in the City is a pop-up event every two weeks. An eclectic pick & mix of free, creative & other workshops designed to help support wellbeing and good mental health. Free & open to all in the City of London and beyond.

Find out more:

www.mentalfightclub.art/dcc



Get Into Your Gut

**22-28 September
Paternoster Square**

Inside Out – your microbiome and gut health festival. A giant, inflatable gut is coming to Paternoster Square. Walk through a microbiome and learn how to improve your wellbeing. Enjoy free conversations with health experts and a surrounding gut health festival.



Intergenerational Hub - Creative Connections

Fortnightly sessions from 2pm to 3pm on the following dates:

29 May, 12 June, 26 June, 10 July, 24 July, 7 August

Portsoken Community Centre, 20 Little Somerset Street, E1 8AH

A vibrant, welcoming series of intergenerational workshops bringing all ages together for an afternoon of music-making, creativity, conversation and connection. Join us to build relationships across generations through fun and engaging activities designed to boost wellbeing and community spirit. Free to attend. No booking required – all welcome.

Enquiries: alana@imm-music.com

“Life in the UK (T&Cs apply)

Wednesday 18 June 10am

Artizan Street Library & Community Centre, 1 Artizan St, E1 7AF

Thursday 19 June 4:30pm

Barbican Library, Silk St, Barbican, EC2Y 8DS

Free, interactive theatre performances by Phosphoros Theatre. Suitable for ages 10+. “Life in the UK (T&Cs apply)” is a new show from refugee theatre company Phosphoros. It’s full of the conversations we struggle to have- about identity, belonging and home. Funny, bold and grounded in refugee lived experience, this show is an invitation to get talking about one of the most pressing issues of our time. Free to attend, no booking needed.

Enquiries: juliet@phosphorostheatre.com



London Museum

All events are free drop-ins with no booking required.

Enquiries: londonmuseumstudios@londonmuseum.org.uk

London Museum Studios

Tuesday 10 June 5 - 7pm, Tuesday 17 June 1 - 4pm, Wednesday 18 June 9am - 12pm

First Floor, Studio Smithfield, 1 East Poultry Avenue, EC1A 9PT

Drop-in to explore the new Studios space, learn about the upcoming programmes, find out how to book rooms as a community partner, and meet the team!

Play Cycles x NLA at 20

Tuesday 1 July

The London Centre, 3 Aldermanbury, EC2V

London Museum's Play Cycles will be returning this year for Whitecross Street Party in EC1, bringing family fun, adult crafts, and exciting new activities for anyone to drop-in and enjoy.

Play Cycles @ WXSP

Saturday 12 July, 12 - 6pm, Sunday 13 July, 12 - 6pm

Whitecross Street, EC1

London Museum's Play Cycles returns this year for Whitecross Street Party in EC1, bringing family fun, adult crafts, and exciting new programmes for anyone to drop-in and enjoy.

Unheard Voices of the City

Friday 13 June to Monday 30 June

St Bartholomew's Hospital Courtyard, West Smithfield, EC1A 7BE

A new pop-up installation by POoR Collective in the historic courtyard of St Bartholomew's Hospital bringing to life the stories, voices and experiences of the City of London at night. Accompanied by a programme of public events.

Portsoken Activities Group: Latino Picnic

Sunday 13 July 2 - 6pm

Aldgate Square

With Mariachi, dancers, Latino fashion parade and a DJ. Bring your own picnic food and drink, and perhaps a little extra to share with your friends and neighbours.

The Running Charity

Sessions available weekdays between 10am and 6pm, with additional evening sessions on selected days

Various locations across the City

Offering support to 16–25-year-olds facing or managing issues around mental health, housing insecurity or complex needs through running, personal development, and wellbeing sessions. Their trauma-informed approach improves mental health, confidence, and life chances.

Enquiries:

victor@therunningcharity.org

Find out more:

www.therunningcharity.org



Shakespeare Unstaged

Friday 20 June, Friday 29 August, 7:45pm

Theatre Deli, Ground Floor, 107 Leadenhall Street, EC3A 4AF

Inspired by Elizabethan theatre companies who performed up to forty different plays in a year, rehearsed in a matter of days. This summer Shakespeare Unstaged and Theatre Deli bring you Shakespeare's original history cycle from quarto, rehearsing and performing each play in just one day: Richard II, Henry IV Parts I & II, and Henry V.

SHIFT + SPACE Summer Season

23 May - 2 August, Friday & Saturday evenings

Theatre Deli, Ground Floor, 107 Leadenhall Street, EC3A 4AF

Theatre Deli presents 10 fresh experimental work-in-progress performances from artists across the globe in our Summer Shift + Space programme. Join for a Live DJ party play, Ukrainian folk singing, queering The Beatles and much more, with a brand new show to experience each week.

Find out more:

www.theatredeli.co.uk/whats-on



Shoreditch Trust - We Connect in the City

Check the website for dates and times

Aldgate Centre, Aldgate High Street, EC3N 1AB

Creative and wellbeing activities for adults and families in the City. Drop in for a coffee morning, community lunch or crafting session. Share recipes at Cook & Eat groups and discover support and activities nearby. Train as a volunteer or group facilitator to help shape and lead future sessions.

Enquiries: **Connect@shoreditchtrust.org.uk** | **020 7033 8500**

Find out more:

www.shoreditchtrust.org.uk/health-and-wellbeing/we-connect-in-the-city



Stories of Aldgate Exhibition

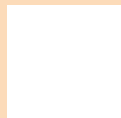
June - August

Public outdoor exhibition on Vine Street in Aldgate

Aldgate Connect BID is proud to present Stories of Aldgate, an exhibition which captures the voices and lived experiences of those who live, work, study, and make Aldgate such an iconic corner of London. Through powerful spoken storytelling, this audio-visual exhibition explores themes of migration, community, and transformation - told in the storytellers' own words.

Find out more:

aldgateconnect.london/stories



Join the resident mailing list

Stay up to date with news & updates from the City Corporation, consultations from around the Square Mile, events and opportunities to get involved.

Scan the QR code or visit:
eepurl.com/i3lFtk



Scan the QR code or visit:
www.cityoflondon.gov.uk/residents

