

A1 HOUSING *At your service*

Please fold this easy to use guide as shown and keep it somewhere handy.

CONTACTING A1 MADE EASY

Visit us at

Head Office Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 OTS

Area Office East 17B The Square, Retford, Notts DN22 6DB

Area Office West Queen's Buildings, Potter Street, Worksop, Notts S80 2AH

Come and meet friendly A1 Housing Staff at our Property Shop, (Area Office West), One Stop Shop, (Area Office East) or at Head Office. All of our offices are open Monday to Friday 8.40am - 5.00pm.

All of our offices have hearing loop services.

On-line www.a1housing.co.uk

If you have access to a computer you'll find that A1 Housing is open for business 24 hours a day, 7 days a week. You can:

- Download forms and information leaflets
- View your repairs
- Report a repair
- Pay your rent
- View your rent account
- Make complaints, compliments or comments
- Email enquiries

Visit our website or Email us at customer.services@a1housing.co.uk

Please Note: some on-line services require you to apply for a unique security pin code. Look on our website for more details.



HOUSING

Providing Quality Homes & Neighbourhoods

By Phone

Head Office	01909 534484
Area Office West	01909 533426
Area Office East	01777 713202
Freephone Repairs and Contact Centre	0800 590542

New for Autumn 2006: lines to the freephone number are now open Monday to Friday from 8am to 8pm to deal with your repair requests and general enquiries.

Minicom

If you require the use of a minicom system you can contact us on:

Area Office West	01909 533214
Area Office East	01777 713820

SMS Text Message

Send us your enquiries 24 hours a day by texting us on **07779 533533**

Please start your text with the nature of your enquiry e.g, Repairs or Housing but do not use this service for emergency repairs. **Please Note:** Text messages received after 5pm may not receive a response until the next working day.

Out of Hours Emergencies...Because life doesn't stop at 5 'O' Clock

If you need to contact us after normal office hours because you have an emergency repair or need the urgent help of an area warden you should ring our freephone out of hours team on **0800 590542**

Drop us a line

You can write to us with your enquiries and requests to:

A1 Housing Bassetlaw Limited
Carlton Forest House
Hundred Acre Lane
Worksop, Notts
S81 0TS



Providing Quality Homes & Neighbourhoods

HOUSING