



# SATURDAY MORNING OPENING

**FOR TELEPHONE ENQUIRIES ONLY**

In a recent survey about Opening Hours you told us that you would like to be able to speak to staff by telephone on a Saturday Morning.

From Saturday 1st May 2010 we will have A1 Housing staff available from 9am to 1pm to answer general enquiries about;

- Choice Based Lettings (Homefinder)**
- Repairs – Emergencies and day to day repair appointment requests**
- Anti-social Behaviour**
- Rent Payments**
- General Housing Enquiries**

This is a pilot scheme running until the end of the year to see how much the service is used, so if you don't use it you may lose it!

As well as taking the general calls listed above the team will also deal with all of the out of hours calls.

All calls should be made to our freephone number

**0800 590542**

