




**aire
valley**

homes leeds

GUIDE TO CONTACTING US



**AIRE VALLEY HOMES LEEDS
CUSTOMER INFORMATION**



We provide a range of ways for you to contact us.
We also work with Leeds City Council to provide opportunities for you to contact the Council and other partners about their services at the same time as you contact us.

Telephone

You can contact us by **Freephone on 0800 915 6660**. This is a 24 hour service for repairs reporting or 8.00am – 6.00pm for all other enquiries.

This service is provided in partnership with Leeds City Council and allows you to make enquiries about Council services at the same time, if you need to.

Please note this is free from land lines. Some mobile phones may charge for calls to this number, depending on your network and package.

Minicom

If you are deaf, hard of hearing or speech-impaired you may choose to use our minicom service, provided through partnership with Leeds City Council: **0845 127 1113**

Internet and e-mail

We provide a range of services through our internet **www.avhleeds.org.uk**. You can pay your rent, report a repair and find general information about our services. You can also e-mail us with any queries, complaints or feedback at **enquiries.avhleeds@avhleeds.org.uk**.

In person

You can call into one of our **offices**, or make an appointment in advance. You may also request a **home visit** by calling 0800 915 6660. The offices which are called 'One Stop Centres' are provided through partnership with Leeds City Council and mean you can also access Council services and other partners' services, such as the Leeds Credit Union.



**Freephone on:
0800 915 6660**



ADDRESS	OPENING TIMES	
Dewsbury Road One Stop Centre 190 Dewsbury Road Leeds LS11 6PF	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 5.00pm 8.30am - 5.00pm
Middleton St George's Centre St George's Road Leeds LS10 4UZ	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 4.00pm 8.30am - 4.00pm
Morley One Stop Centre Morley Town Hall Queens Street Morley Leeds, LS27 9DX	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 5.00pm 8.30am - 5.00pm
Rothwell One Stop Centre Marsh Street Rothwell Leeds LS26 0AD	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 5.00pm 8.30am - 5.00pm
Garforth One Stop Centre 1/5 Main Street Garforth LS25 1EZ	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 4.00pm 8.30am - 5.30pm
Kippax Housing Office Hanover Place Kippax LS25 7LW	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 6.00pm 8.30am - 4.00pm
Swarcliffe Housing Office 32-38 Langbar Gardens Leeds LS14 5ES	Monday Tuesday Wednesday Thursday Friday	8.30am - 4.00pm 8.30am - 4.00pm 8.30am - 3.00pm 8.30am - 6.00pm 8.30am - 5.30pm

By letter

You can write to your local housing team at the offices listed above, or to our main office at:
Freepost RRLU-UYBZ-UHKH
Aire Valley Homes Leeds
Navigation House
8 George Mann Road
Leeds, LS10 1DJ

Language line

If your first language is not English, we use the Language Line interpretation service.

Information and Access Service Standards: What should you expect

- We will provide lots of different ways for you to contact us, including telephone, internet, face-to-face and in writing.
- Where possible, we will share office services with other organisations so that you can deal with a range of enquiries at the same time.
- We will produce a Newsletter every three months to keep you up to date about our service.
- We will produce clear and informative service booklets and ensure these are easily available at our offices and on-line
- We will train our staff so that they can deal effectively with your enquiries and aim to resolve these right first time
- Our staff will wear name badges and be polite, professional and helpful.

- We will deal with all enquiries and personal information confidentially and will provide private interview arrangements if required.
- We will provide appointments for personal meetings both in offices and in your home
- We will make sure your personal information and records are available to you, as required under the Data Protection Act

Customer Care Service Standards: Targets you can measure

- We will provide a telephone call service that will answer calls within 20 seconds
- We will provide a face-to-face service at advertised offices with clearly stated opening times.
- We will respond to all correspondence (except formal complaints) within 10 working days. If a full reply is not possible, we will tell you within the 10 working days what progress we are making.
- Formal complaints will be acknowledged within 3 working days and investigated and responded to within 15 working days. This response will tell you about timescales for further stages if you are still not happy.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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Aire Valley Homes Leeds Head Office:

Navigation House
8 George Mann Road
Leeds
LS10 1DJ

email:

avhleeds.enquiries@avhleeds.org.uk

website:

www.avhleeds.org.uk



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