


# 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 a partnership with Leeds City Council and mean you can also access Council services and other partners' services, such as the Leeds Credit Union.

### 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



**Freephone on:  
0800 915 6660**



ADDRESS	OPENING TIMES	
<b>Dewsbury Road One Stop Centre</b> 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
<b>Middleton St George's Centre</b> 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
<b>Morley One Stop Centre</b> 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
<b>Rothwell One Stop Centre</b> 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
<b>Garforth One Stop Centre</b> 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
<b>Kippax Housing Office</b> 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
<b>Swarcliffe Housing Office</b> 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



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](mailto:avhleeds.enquiries@avhleeds.org.uk)

**website:**  
[www.avhleeds.org.uk](http://www.avhleeds.org.uk)



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