

CONTACTING US

CONTACTEZ-NOUS

CONTACTE-NOS

KONTAKT Z NAMI

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ہم سے رابطہ



TENANT APPROVED



Contacting Us:

By phone

**For General Enquiries, including requesting a repair:
0800 915 6660**

**This is a 24-hour service for emergency repairs,
8.00am to 6.00pm for all other enquiries**

Mobile phone users may prefer to ring 0113 398 4710

24-hour debit card payments: 0113 395 7100



You can call into one of our offices, or make an appointment in advance.

Home visits can be requested 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

In Person

At any one of our offices:

Address	Opening times
Dewsbury Road One Stop Centre 190 Dewsbury Road Leeds LS11 6PF	Monday 8.30am - 4.00pm Tuesday 8.30am - 4.00pm Wednesday 8.30am - 3.00pm Thursday 8.30am - 5.00pm Friday 8.30am - 5.00pm
Garforth Library and One Stop Centre Lidgett Lane Garforth LS25 1EH	Monday 9.00am - 5.00pm Tuesday 9.00am - 5.00pm Wednesday 9.00am - 3.00pm Thursday 9.00am - 5.00pm Friday 9.00am - 5.00pm
Kippax Housing Office Hanover Place Kippax LS25 7LW	Monday 8.30am - 4.30pm Tuesday 8.30am - 4.30pm Wednesday 8.30am - 3.00pm Thursday 8.30am - 4.30pm Friday 8.30am - 4.30pm
Middleton St George's Centre St George's Road Leeds LS10 4UZ	Monday 8.30am - 4.00pm Tuesday 8.30am - 4.00pm Wednesday 8.30am - 3.00pm Thursday 8.30am - 4.00pm Friday 8.30am - 4.00pm
Morley One Stop Centre Morley Town Hall Queens Street, Morley Leeds LS27 9DX	Monday 8.30am - 4.00pm Tuesday 8.30am - 4.00pm Wednesday 8.30am - 3.00pm Thursday 8.30am - 5.00pm Friday 8.30am - 5.00pm
Rothwell One Stop Centre Marsh Street Rothwell Leeds LS26 0AD	Monday 8.30am - 4.00pm Tuesday 8.30am - 4.00pm Wednesday 8.30am - 3.00pm Thursday 8.30am - 4.00pm Friday 8.30am - 4.00pm
Swarcliffe Housing Office 32-38 Langbar Gardens Leeds LS14 5ES	Monday 8.30am - 4.30pm Tuesday 8.30am - 4.30pm Wednesday 8.30am - 3.00pm Thursday 8.30am - 4.30pm Friday 8.30am - 4.30pm

Internet and email

We offer a range of services through the 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

By post

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



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**

On behalf of others:

If you would like to give permission for someone else, such as a relative or a support agency, to deal with issues on your behalf then contact or visit us and ask for an 'advocacy consent' form.



By signing this form you are giving your consent to share the information we hold about your tenancy, with the person or organisation you nominate. Forms are available from all our offices or by contacting us on **0113 214 1774**.

How tenants contact us is reviewed by tenants themselves to make sure the way in which people can contact us convenient and the quality and customer service remains as high as it possibly can.

Contacting You...

There are times when we'll come and see you. We aim to have contact with as many customers as we can at least once a year. This is to check everything is ok with your tenancy and we have up to date details about you. If we do try and make contact with you please do get back in touch.

Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نايا تو نهم زانيار ناميه بو شنيوازيكي تر دهخوازيك؟ بو هس شنيوازيكي تر، و لك پيتي گوره، كاسيت
يان سي دي دهنگ، برايمل بو نابينا يان و مرگير ابيت بو زمانتيكي تر، تكايه پهيودندي بكه به تلهفوني
0113 214 1774

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل
(جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں
حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

Aire Valley Homes Leeds

Head Office:

Navigation House
8 George Mann Road,
Leeds
LS10 1DJ

email:

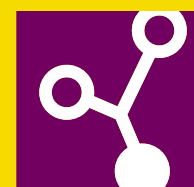
avhleeds.enquiries@avhleeds.org.uk

website:

www.avhleeds.org.uk



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forests, controlled sources and
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