



homes, communities, cultures

HOUSING SERVICES ADVICE TEAM TELEPHONE SERVICE – 285 0400



WE'RE HERE TO HELP YOU:



Syed Bari: Housing Services Advisor
Beth Smith: Housing Services Advisor
Jeana Pennington: Senior Housing Services Advisor

The Housing Services Advice team deals with all sorts of housing enquiries over the telephone such as:

- **Rent accounts, rent payments and housing benefit**
- **Reports of anti-social behaviour or nuisance**
- **Transfers, rehousing and mutual exchange requests**
- **Queries about your tenancy agreement**
- **and much more...**

**You can contact us directly on 0113 285 0400
9.00am to 4.30pm Monday to Friday, except Wednesday 10.30am to 4.30pm**

Please note that if you ring the Housing Services Advice Team or the main Connect Housing telephone number and ask to speak to a particular officer or manager, it is probably not possible to put you through. This is because the Neighbourhood Housing, Rent Accounting and Lettings teams are often out of the office on visits and have very busy work schedules.

In order to provide a better, more efficient service, our aim is to deal with as many queries as possible at first point of contact. For this reason, each member of the Housing Services Advice Team is trained to deal with your enquiries. If we do not have the full information we need to answer your query there and then, we can take your contact details and ring you back later after speaking to the appropriate member of staff.

**PLEASE HELP US TO HELP YOU BETTER BY DISCUSSING YOUR ENQUIRY
WITH THE HOUSING SERVICES ADVISOR WHO ANSWERS YOUR CALL.**

Thank you – we look forward to speaking with you.