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East North East Homes Leeds, Freepost
RRJX-YRTK-TACE.

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Formats

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-  Braille  Text only
-  Another language

أود أن يكون هذا المستند باللغة العربية. ARABIC

لطفاً اكتب لنا ما هي اللغة التي تفضلها من الخيارات من قِبلنا. FARSI

ئەم دەوڵەتییەم بە کوردی نوێت. KURDISH

Chcę(a) aby ten dokument w języku polskim. POLISH

ከዚ በኋላ ለዚ ብሉይ ቅጽ ለዚ ይጻፉ. TIGRINI

میں یہ دستاویز اردو زبان میں بخوبی پڑھ سکتی ہوں۔ URDU

For more information call us on 0800 915 1600.



East North East Homes Leeds
A company wholly owned by Leeds City Council
Registered in England and Wales No 06031596
East North East Homes Registered Office Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE



Communicating with you
Produced by the Communications and
Information team
August 2007
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Updated June 2009



Communicating With You

This leaflet is about how
you can contact us and
how **we** can contact you.

Repairs, Enquiries, Comments,
Compliments and Complaints:
0800 91 516 00

WWW.EASTNORTHEASTHOMESLEEDS.ORG.UK

? How can I contact East North East Homes Leeds (ENEHL)

You can contact ENEHL in the following ways.

By letter

The ENEHL's postal address is at the top of our letters. Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE



By telephone

Our phone number is:

0800 91 516 00



This is a freephone number. This means that it is free to make the call from a landline. Your call will be answered by a contact centre adviser who will ask you your name and will try to put you through to the correct section or answer your enquiry.

By fax

Our fax number is 0113 247 6151

By email

Our e-mail address is enehl.enquiries@enehl.org.uk



By visiting our website

www.enehl.org.uk



By text message

You can text us on 07786202903

By text phone

Our text phone number is 0113 224 3792



Text phone is a service for people who have hearing or speech difficulties. The line is **not** suitable for other calls.

Texting your Leeds Homes Bids to 60066

You can bid for up to three homes per week by texting 'cbl#' followed by your:

- Application number, followed by #
- Date of Birth, followed by # (In full, e.g. 03081962)
- First property reference number, followed by #
- Second property reference number, followed by #
- Third property reference number, followed by #

How will ENEHL communicate with me? ?

ENEHL will ask you how you want us to contact you, for example by email or by letter. Unless you tell us otherwise, we will write to you if we need information from you. We will always write to you when there is a change in your tenancy agreement or rent payments and we will explain why.

We will also contact you by email, texts and questionnaires, choosing the best way to communicate for the information we want you to give.

Other Formats

We can provide letters and leaflets in the following formats.

Large print

Large print 

If you have difficulty reading our letters we can send you copies typed in larger print if this will help.

Braille

We can provide letters, tenancy agreements and booklets in Braille.



Audio tape or CD

ENEHL can also provide copies of letters or leaflets on tape if you ask.



Browsealoud

Browsealoud is free software that reads our website for you. Our website is: www.enehl.org.uk. Use the link from our site to download the free software.

Different languages

We can use a translation service to provide letters or leaflets in most languages. If you would like any of these different formats, please ring the freephone number and we'll arrange to send letters and leaflets in the format which is best for you.

Remember, details of how to contact ENEHL are on the front of all our leaflets, our website and any letter we send you.