

Cheshire West and Chester Council

Cheshire West and Chester Council will still retain ownership of the 5,500 Council homes in Ellesmere Port and Neston and will still be your landlord.

Cheshire West and Chester will also continue to provide non-housing management services to you as a resident. The following list includes the types of things you should contact the Council for:

- Council Tax
- Waste Collection and Recycling
- Housing Benefit
- Highways
- Major Adaptations
- Grounds Maintenance

We're for providing easy ways to pay your rent



Direct Debit

The easiest way to pay your rent and other regular payments is by setting up a Direct Debit. We can arrange for your bank to make payments weekly, fortnightly, 4 weekly, or monthly. Once set up, you do not need to do anything more. Just choose a regular payment day and we'll automatically collect your payment from your bank account. Visit forhousing.co.uk or call **0300 123 55 22** to set up a direct debit today.

Online

Pay using your debit or credit card on a secure internet payment facility. Visit: cheshirewestandchester.gov.uk and follow the link to '**pay for a service or fee online**'. Available 24 hours a day, seven days a week. Please remember you will need to enter your Account Number.

We do have computers available at ForHousing, 7-9 Civic Way, Ellesmere Port CH65 0AX, staff here will be happy to show you how to use these.

Phone

To pay over the phone by debit or credit card call the **Cheshire West and Chester** automated telephone payment system on **0300 123 70 29** available 24 hours a day, seven days a week. Alternatively, contact ForHousing on **0300 123 55 22**. Please remember you will need to quote your Account Number.

There are other ways to pay your rent and other charges via PayPoint and the Post Office for example. Please refer to our website forhousing.co.uk for more details or call 0300 123 55 22.

ForHousing 

We're for keeping things simple

How to contact us

From the 1st July the simplest way to contact us is online. You'll find a quick and easy way to pay your rent, report repairs and chat with us:



Forhousing.co.uk

You'll also find useful information about our services, looking after your home, and our latest news.

One simple number to contact us

0300 123 55 22

 hello@forhousing.co.uk

 /ForHousing  @ForHousing

ForHousing 

Hello.

We're ForHousing, your new housing management provider and here's some important information that you need to know.

From the 1st July 2017 we'll be delivering your housing services



Will anything change for me?

No, you'll receive the same efficient services delivered by the same friendly faces, from the same office with the same opening times.

7-9 Civic Way, Ellesmere Port CH65 0AX

8.30am-5pm Monday to Thursday

8.30am-4.30pm on Fridays

What do I need to do?

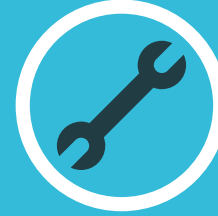
From the 1st July, please use our new contact details:

forhousing.co.uk

hello@forhousing.co.uk

0300 123 55 22

We're for delivering high quality services



Repairs and Maintenance

For the quickest, easiest way of reporting a repair visit forhousing.co.uk. Our repairs reporter is a step by step tool to help you request the correct repair. We'll respond to you within 4 working hours to arrange an appointment date and time to suit you.



Alternatively call 0300 123 55 22 to report a repair.

To report an emergency repair always call 0300 123 55 22, outside of office hours you will automatically be connected to our out of hours service.

We work in partnership with ForWorks and Liberty Group to deliver our repairs and gas maintenance services.



For Repairs & Maintenance



Look out for the ForWorks vans, uniform and identity cards.



For Gas Maintenance



Look out for the Liberty Group vans, uniform and identity cards.

We're for finding out what's important to you



Get involved

We are passionate about working with customers to advise us, challenge us and make suggestions that help us provide the right services and continually improve.

advise
challenge
oversee
represent
new ideas

These customers are known as Involved Customers. **acorn** highlights the ways you can become an Involved Customer.

We have lots of different ways for you to get involved and you'll learn new skills and enjoy new experiences. If you're interested in becoming an involved customer or developing the acorn menu of involvement opportunities, please contact us by emailing hello@forhousing.co.uk or calling 0300 123 55 22.

We're for putting you first



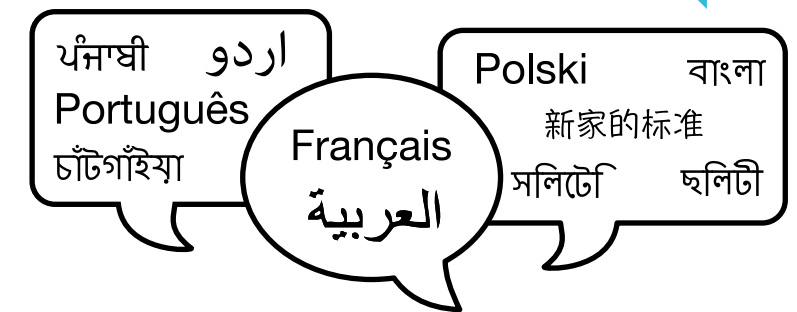
At ForHousing we're for Improved lives

We are committed to making improvements once we understand more about what's important to you. You can help us by making sure we have your up to date contact details and by letting us know what's important to you.

Visit our [website forhousing.co.uk](http://forhousing.co.uk) to fill in our customer questionnaire.

Contact hello@forhousing.co.uk or call on 0300 123 55 22 to give us your feedback or become an involved customer.

Large print, audio and braille formats of this leaflet can be requested by phone or email



0300 555 02 15