



## **CONTACTING US**



**How to contact us**



**Main offices, opening times and facilities**



## Contacting Us

To make sure that you know how to contact us, we have provided the following list

### By phone

South Lakes Housing – **0845 057 0800**

*You only need the above number to contact us by phone.*

*Calls to this number are free.*

Phone lines are currently open between 8:00am and 6:00pm, Monday to Friday.

If you are phoning us from a mobile, you can contact us on 01539 717277.

### By text message

South Lakes Housing – Text Message Service – **07950 593487**

We currently have a text messaging service. To use this service, please add the following information to your text:

- Your name
- Your address
- Contact phone number
- Your enquiry

### In person

When you visit either of South Lakes Housing offices, we aim to deal with your enquiry there and then. Our office addresses, opening times and facilities are listed at the end of this leaflet.

Please note: If you wish to pay service charges at either of these offices, we will **not accept cash**. If you wish to pay by cheque a receipt will be provided. Otherwise, you can set up a standing order. For further information on setting up a standing order please contact us using the information provided within this leaflet.

At both offices, a phone has been provided for you to use to contact any member of staff within South Lakes Housing or South Lakeland District Council.

### By e-mail

**info@southlakeshousing.co.uk**

We aim to reply to all e-mails within one working day.

## **By internet**

South Lakes Housing – [www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)

South Lakeland District Council – [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)

Our website provides a range of information on all of our services and a form you can use to ask any enquiries.

## **By fax**

Kendal office - 01539 717716

Ulverston office - 01229 586240

## **Language Line**

If your first language is not English, we use the Language Line interpretation service. Please ask for this service when you phone us and will connect you to an interpreter.

We also provide a BSL (British Sign Language) interpretations service for our hard to hear and deaf customers within the Kendal area.

## **Visits and appointments**

If we can't deal with your enquiry over the phone or at one of our offices, we will pass the enquiry to a member of staff to deal with the matter or offer you an appointment at a date and time of your choice. This can be at an office of your choice or at your own home, whichever is more convenient to you.



## Main offices, opening times and facilities

OFFICES	OPENING TIMES	FACILITIES
Little Aynam House Little Aynam Kendal Cumbria LA9 7AH	8:45am – 5:00pm  Monday to Friday	<ul style="list-style-type: none"><li>➤ Wheelchair access</li><li>➤ Induction loop</li><li>➤ Computer is available</li><li>➤ Seating is available</li><li>➤ Staff on hand to assist you</li><li>➤ Guide dogs and assistance dogs are welcome</li><li>➤ British Sign Language interpretation service</li><li>➤ Customer care kit – Transaction aids</li></ul>
Ulverston Town Hall Queen Street Ulverston Cumbria LA12 7AR	8:45am – 5:00pm  Monday to Friday	<ul style="list-style-type: none"><li>➤ Access ramp</li><li>➤ Induction loop</li><li>➤ Seating is available</li><li>➤ Staff on hand to assist</li><li>➤ Guide dogs and assistance dogs welcome</li></ul>