

Contacts sheet



As from 6th October 2008 please use the contact details provided below

GENERAL ENQUIRIES

For general enquiries you should contact our head office on the following details, or refer to our website for advice:

English Rural Housing Association
Hall House, 9 Graphite Square
Vauxhall Walk
London SE11 5EE
Tel: 020 7820 7930
Email: info@englishrural.org.uk
www.englishrural.org.uk

REGIONAL HOUSING MANAGERS

Your dedicated Regional Housing Managers can be contacted on the numbers below, if you're not sure who your housing manager is then check with our admin team based at our Head Office:

Chris Graves - tel: 02392 383993 or email chris.graves@englishrural.org.uk
Jo Passmore - tel: 01304 841666 or email jo.passmore@englishrural.org.uk
Katie Maclean - tel: 01223 242622 or email katie.maclean@englishrural.org.uk

REPAIRS AND MAINTENANCE

Tenants (those living in rented homes) should report repairs and maintenance issues on:

Monday to Friday 9am until 5pm (excluding designated holiday periods)
0800 1214422

Outside of these hours emergencies only should be reported on the following
01772 757874

DEFECTS

All those living in new homes that are less than 12 months old and still covered by the period where defects are the responsibility of the builder should report these on:

0800 1214422