

Në qoftë se dëshironi një kopje të këtij dokumenti në gjuhët Hindi, Urdu, Punjabi, Kineze, Polake, Shqip, Rusisht ose variantin për të, ju lutem lajmëroni: 如閣下需要此份文件之其他文字翻譯版本，我們可提供的有：印地文、烏爾都文、旁遮普文、中文、波蘭文、埃塞俄比亞文、俄文、和盲人凸字版，請與我們接洽。

यदि आपको इस दस्तावेज़ की हिन्दी, उर्दू, पंजाबी, चीनी, पोलिश, अल्बेनियन, रूसी या बरेल में कॉपी चाहिए, तो कृपया संपर्क कीजिए।

Gdybyś chciał kopię tego dokumentu w języku Hinduskim, Urdu, Punjabi, Chińskim, Połskim, Albańskim, Rosyjskim lub wypukłym piśmie dla niewidomych, proszę się skontaktować z nami.

नेवळ वुठळी दिस दस्तऐवज ची हिन्दी, उर्दू, पंजाबी, चिनी, पॉलिश, अल्बेनियन, रूसी या बरेल बिन कपी चर्चोची चेहे उ, कृपया बरवे सठे ढस संपर्क वरे।

Если вам нужна копия этого документа на языках хинду, урду, пунажаби, китайском, польском, албанском, русском языках, шрифте Брайля, пожалуйста свяжитесь с нами.

اگر آپ کو اس دستاویز کی کاپی ہندی، اردو، پنجابی، چینی، پولش، البانین، روسی یا بریل میں چاہیے تو براہ مہربانی ہم سے رابطہ قائم کریں:

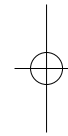
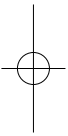
إن إستجبت نسخة من هذه الوثيقة باللغة العربية أو بلغة بريل أو على كاسيت، من فضلك إتصل بنا على:

यदि आपनि एम्प दस्तऐवज प्रतिनिधि छन बाख्णाय वा प्रेषणले वा प्रबलेर लेणे, अनुग्रह करे आमारेर योग्यायोग करेन एवाणे :

اگر نسخہ ای از این مذکر (نوشته) را به زبان فارسی، به خط بریل یا به صورت نوار صوتی نیاز دارید، لطفاً یا شماره زیر با ما تماس بگیرید:

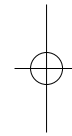
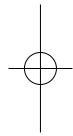
If you need a copy of this document in Hindi, Urdu, Punjabi, Chinese, Polish, Albanian, Russian, Arabic, Bengali, Farsi or Braille or on audio tape, please contact us on:

**Customer Services Team
01226 772120.**





Useful contacts



This leaflet tells you:

- who to contact if you have an enquiry;
and
- how to contact us.

Section one tells you which section of our organisation deals with each type of enquiry.

Section two gives you the contact details of each section.

Quick page guide

Use this guide to find out which page to turn to for an answer to your question	
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Barnsley Metropolitan Borough Council Benefits Helpline

Borough Treasury, Phase 3, County Way, Barnsley, S70 2TJ

01226 774743

Barnsley Metropolitan Borough Council Central Call

1-3 Union Court, Barnsley, S70 1JN

01226 775671

Barnsley Metropolitan Borough Council Tax

Borough Treasury, Phase 3, County Way, Barnsley, S70 2TJ

01226 774774

Barnsley Metropolitan Borough Council Homelessness and Housing Advice Team

Wellington House, Wellington Street, Barnsley, S70 1WA

01226 773870

Barnsley Metropolitan Borough Council Right to Buy Team

Springfield House, Springfield Street, Barnsley, S70 6HH

01226 772436

Barnsley Metropolitan Borough Council Social Services

Wellington House, Wellington Street, Barnsley, S70 1WA

01226 775656

Barnsley Primary Care Trust Equipment and Adaptations Team

Wellington House, Wellington Street, Barnsley, S70 1WA

01226 775800

British Gas

0845 609 1133

Yorkshire Electricity

0800 590 915

Yorkshire Water

0845 124 2420

South Yorkshire Police

Police Headquarters, Snig Hill, Sheffield, S3 8LY

0114 220 2020

Barneslai Homes Area Lettings Teams

For Cudworth, Royston, Athersley, Lundwood, Town, Darton and Penistone

St Edwins Council Offices

Edwins Close, Off Wingfield Road, Athersley South, Barnsley S71 3SY 01226 775224

E-mail: northarealettings@barnsley.gov.uk

For Dearne, Kendray, Wombwell, Worsbrough and Hoyland

Hoyland Town Hall, Hoyland, Barnsley S74 9AD 01226 775426

E-mail: southarealettings@barnsley.gov.uk

Barneslai Homes Community Development Team

Springfield House, Springfield Street, Barnsley, S70 6HH 01226 772727

Barneslai Homes Customer Services Team

Springfield House, Springfield Street, Barnsley, S70 6HH 01226 772720

E-mail: housingcustomerservices@barnsley.gov.uk

Barneslai Homes Decent Homes Team

Springfield House, Springfield Street, Barnsley, S70 6HH 01226 772708

Barneslai Homes Property Shop and Housing Choices Team

Home Choice Property Shop, 12-14 Eldon Street, Barnsley, S70 2LB 01226 787333

Barneslai Homes Repairs Hotline (Monday to Friday 8.00am - 8.00pm) 01226 787878
(Saturday 9.00am - 1.00pm)

Barneslai Homes Emergency Repairs (Out of office hours) 01226 730798

Barneslai Homes Stock Maintenance Team

Springfield House, Springfield Street, Barnsley, S70 6HH 01226 772785

Section one - Who to contact

Who do I contact about rent, housing benefit or insurance?

Contact Barnsley Connects on 01226 775555 if your enquiry is about:

- the rent for your home;
 - service charges;
 - the rent for your garage or garage site;
 - an application form for household contents insurance;
 - different ways to pay your rent;
 - rent arrears, either from your current tenancy or a previous one; or
 - general housing benefit enquiries.
- Barnsley Connects can only answer basic enquiries. Borough Treasury deal with benefit applications and decisions. Their phone number is 01226 774743.

Who do I contact about repairs?

Phone the repairs hotline on 01226 787878, Monday to Friday, 8.00am - 8.00pm and 9.00pm - 1.00pm Saturday if your enquiry is about:

- ordering a day to day repair;
- cancelling a repair;

- a repair that you have ordered but which has not been completed;
- making or changing an appointment for a repair; or
- the quality of a repair that has been done.

You can also report repairs through the interactive service on your digital tv, or through our website at www.berneslaihomes.co.uk.

Who do I contact about servicing my gas or solid fuel heating system?

Solid-fuel heating systems

Please ring Berneslai Homes Construction Services on 01226 773731.

Gas heating systems

If you live in Royston, Athersley, Barnsley Town Centre, Stairfoot or Worsbrough, please phone Berneslai Homes Construction Services on 01226 773731.

If you live in Cudworth, Dearne, Hoyland, Darton or Penistone, please ring Inspace on 01226 361366.

What about emergency repairs when the office is closed?

If you have an emergency repair out of office hours, please phone 01226 730798.

Who do I contact about improvement works to my home or your Decent Homes programme?

If we are improving your home, we will always contact you to tell you:

- what work we will be doing;
- when we will be doing the work; and
- who to contact if you have any questions.

If you have any general questions, you can contact the Stock Maintenance Decent Homes Team on 01226 772708.

Who do I contact about adaptations to my home?

Please contact the Primary Care Trust Equipment and Adaptations Team on 01226 775800 if you:

- have a disability and you want us to consider adapting your home; or
- have asked us to consider adapting your home, but we have not yet told you our decision.

Please contact the Stock Maintenance Team on 01226 772793 if:

- we have told you that we will adapt your home and you want to know when we will start the work;
- something happens and you no longer need the work doing; or
- you have any problems while we are doing the work.

Barnsley Connects Offices

The Barnsley Connects phone number for all offices and enquiries is 01226 775555.

St Edwins Barnsley Connects Office

St Edwins Council Offices, Edwins Close, Off Wingfield Road, Athersley South, Barnsley S71 3SY

Darton Barnsley Connects Office

Darton Council Offices, Huddersfield Road, Darton, Barnsley S75 5NB

Penistone Barnsley Connects Office

Penistone Town Hall, Shrewsbury Road, Penistone, Sheffield S30 6DY

Royston Barnsley Connects Office

The Grove, Station Road, Royston, Barnsley S71 4EP

Cudworth Barnsley Connects Office

Council Offices, Bow Street, Cudworth, Barnsley S72 8JK

Hoyland Barnsley Connects Office

Hoyland Town Hall, Hoyland, Barnsley S74 9AD

Dearne Barnsley Connects Office

8-10 Barnsley Road, Goldthorpe, Rotherham S63 9AU

Wombwell Barnsley Connects Office

Wombwell Town Hall, High Street, Wombwell, Barnsley S73 0AW

County Way Barnsley Connects Office

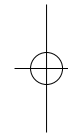
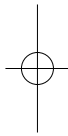
Phase 3 Building, County Way, Barnsley S70 2TJ

Section two – How to contact us or other agencies

This section tells you how to contact Berneslai Homes or other organisations we work with or who provide services for you.

Use the information on the following pages to help you decide who you need to contact. You can contact them in the following ways.

- By phone.
- In writing.
- In person.
- By e-mail.
- Through our website at www.berneslaihomes.co.uk



Who do I contact if I am having problems on my estate?

Contact Barnsley Connects on 01226 775555 if:

- you are having a problem with your neighbour and you cannot settle the problem yourself;
- your estate has been vandalised or someone has dumped rubbish on it;
- you are suffering from, or have witnessed, antisocial behaviour; or
- you know that someone is breaking the conditions of their tenancy.

If you know the name and phone number of your Impact Officer, you can also contact them direct.

Depending on the circumstances, you may also need to contact the Police.

Who do I contact if I see someone vandalising an empty property?

Contact Barnsley Connects on 01226 775555 or South Yorkshire Police on 0114 220 2020.

Who do I contact if I have a question about my tenancy?

Contact Barnsley Connects if you want any information about your tenancy agreement or your rights as a tenant, or if you are not sure whether you need permission to do something, for example if you want to:

- improve your home;
- run a business from your home;
- know who can live at your home;
- pass your tenancy to someone else;
- make a new partner a joint tenant; or
- know when your introductory tenancy will become secure.

Who do I contact if I want to end my tenancy?

Contact Barnsley Connects on 01226 775555.

Who do I contact if I want to apply to transfer or be rehoused?

You can get an application form from any Barnsley Connects office or from the Property Shop in Barnsley Town Centre.

Please contact the Property Shop on 01226 787333 if you have any general questions about our housing register or if you:

- need help filling in the application form;
- want to know if we have added your application to the register;
- want to know what priority you have on the register;
- have a change in your circumstances;
- want to change the areas you want to move to; or
- want to cancel your application.

Who do I contact if I am interested in an empty property or want to know which properties are empty?

Contact the Area Lettings team (see page 10) if you want to:

- know where you are on the register;
- tell us you are interested in an empty property;
- make some minor changes to your application; or
- know which properties are empty.

If you want us to rehouse you quickly, or you are interested in a Home Choice property, (this is property that we let on a first come, first served basis), please contact the property shop on 01226 787333. Or visit our website at www.berneslaihomes.co.uk

Who do I contact if I want a mutual exchange?

A mutual exchange is when two tenants exchange properties with each other. Contact the Area Lettings Team (see page 10) if you:

- want to join the mutual exchange register;
- have found someone to swap with; or
- want to see the register.

Who do I contact if I want some rubbish removing from my home or garden?

You can contact the council's Cleansing Section on 01226 774152. You will have to pay for this service.

Who do I contact if I am homeless or may become homeless?

Contact the Homelessness and Housing Advice Team on 01226 773870.

Who do I contact if I want to buy my council home?

Contact the Right to Buy Team on 01226 772436.

Who do I contact if I want to rent a garage or a garage plot?

Contact the Area Lettings Team (see page 10).

Who do I contact if I have a complaint, comment or compliment?

If you want to make a comment, a complaint or a compliment about our service, the best thing for you to do is

contact the team who you dealt with first of all. If you do not know who to contact, or if you would prefer to speak to someone else, you can contact our Customer Services Team on 01226 772720.

Who do I contact for information if I want to join a tenants and residents association?

Contact our Community Development Team on 01226 772727.

Who do I contact about my intercom or warden service?

Please contact your warden or Barnsley Connects on 01226 775555 if you have any questions about:

- the shared areas in your sheltered-housing scheme;
- the intercom in your home; or
- the warden service in general.

If you want to report a fault with your intercom or solo alarm, contact Central Call on 01226 775671.