

## Key information sheet

# How to contact Wherry



You can contact us by:

- Telephone
- Letter
- Email
- Via our website
- In person at one of our offices

When you contact us we will treat you with respect and offer a friendly and courteous service

### Contacting us by telephone:

Where you live	Norfolk or Suffolk	Cambridgeshire
All questions which don't involve repairs, including emergencies	0800 694 0165 or 01603 703 500	01223 202 700
Questions about repairs	0800 694 0165 or 01603 703 500	
Talk to us about your rent	0800 013 2327 or 01603 70 3583	01223 202 700
Text us about your rent	07797 805 631	07797 805 627
Pay your rent: 24-hour automated payment line	0844 557 8321	
To report anti-social behaviour	0800 013 2328	
Fax	01603 700 404	01223 202 701
Minicom	01603 70 3599	01223 202 703

If you are responding to a letter we have sent you it will include the name of the person you need to contact and their direct telephone number. If they are out of the office you may get a voicemail where you can leave a message for them to ring you back. Alternatively you can call our main number 0800 694 0165 or 01603 703 500 (Norfolk and Suffolk) or 01223 202 700 (Cambridge).

When you contact us by telephone we will:

- Answer your call within 30 seconds and give you the name of the person you are speaking to. We are aiming to improve to be able to answer your call within 20 seconds
- Have up to date voicemail messages that are checked every working day
- Return calls and messages within one working day
- Provide a 24 hour emergency service every day

Tel: 0800 694 0165 or 01603 703 500

email: [wherryinfo@circle.org.uk](mailto:wherryinfo@circle.org.uk)

[www.wherryhousing.org.uk](http://www.wherryhousing.org.uk)



## Contacting us in writing or in person

If you live in Norfolk or Suffolk you can write to us or visit us at:

Wherry Housing Association  
6 Central Avenue  
St Andrews Business Park  
Norwich  
NR7 0HR

Our Norwich office is open 8.30am-5pm Monday to Friday

You can email us at [wherryinfo@circle.org.uk](mailto:wherryinfo@circle.org.uk)

You can email us about a rent enquiry at [wherryincometeam@circle.org.uk](mailto:wherryincometeam@circle.org.uk)

If you live in Cambridgeshire you can write to us or visit us at:

Wherry Housing Association  
1 St Catherine's Square  
Cambridge  
CB4 3XA

Our Cambridge office is open 9am to 1pm, and 2pm to 5pm Monday to Friday.

You can email us at [cambridge@circle.org.uk](mailto:cambridge@circle.org.uk)

You can email us about a rent enquiry at [cambridgeincometeam@circle.org.uk](mailto:cambridgeincometeam@circle.org.uk)

When you contact us in writing we will:

- Reply to your letters and emails within 10 working days
- Give you information in other languages or formats, such as Braille or large print, if you ask for it

When you visit our offices we will:

- Treat you with respect and offer a friendly and polite service
- Have offices and services available from 8.30am to 5pm Monday to Friday
- Introduce ourselves by name and wear name badges
- Provide offices that are clean, tidy, comfortable and accessible to people with disabilities
- Have Minicom and hearing loops available for people with hearing difficulties
- Provide an area where you can speak to us in private
- See you at the time of your appointment
- Arrange for a signer or interpreter if you need one for your appointment (and you tell us beforehand)