

# welcome to green vale homes

On behalf of the Board members and staff at Green Vale Homes, we would like to welcome you to your new home.

This handbook provides guidance on our organisation and our services, and your rights and responsibilities as a tenant. It has been produced in folder style to enable you to include any new or updated leaflets, which we may send to you from time to time.

If you would like more details about any of the information provided here or if you have any questions at all, please feel free to contact us.

We hope that you find this handbook useful and that you will be happy in your Green Vale home.





# contacting us

To **speak** to a member of Green Vale Homes' staff please call **01706 836333**.

To **report a repair** use our free phone number **0800 707 6666**.

**Careline** customers can ring **01706 836301** or out of hours **01625 850266**.

**Homeless** enquiries can be made to **01706 836341**.

You can also **visit** Green Vale staff at

- Bacup Neighbourhood Office, 26-28 St James Street, Bacup **01706 874140**
- One Stop Shop **01706 217777**

To contact us outside of working hours please call free phone **0800 707 6666**. This is also the contact number for out of hours homeless enquiries.

You can also speak to someone on our free phone anti-social behaviour hotline **0800 393 634**.

...and don't forget our website **[www.greenvalehomes.co.uk](http://www.greenvalehomes.co.uk)**

For Rossendale Borough Council enquiries please ring **01706 217777**. To discuss your Council tax or housing benefit call **0845 900 0500**.