



CITYWEST HOMES

# New ways to contact CityWest Homes

Important  
information  
on customer  
services



# dear resident

Over the past year, we have focused on improving and modernising our services, to make it easier for you to find the information you need, in the fastest way possible. Last year, we set out clear plans as to how we would do this and have involved you in the design of your new services.

The new customer services include a new Westminster-based customer services centre, with more dedicated CityWest Homes staff to answer most of your queries on the first call.

Four Area Service Centres will continue to offer reception services whilst estate office services will be replaced by drop-in sessions in community locations, which were selected in consultation with residents. This will mean your housing management services team will have more time to be out and about on your estates undertaking home visits and estate inspections.

We are also developing more online services to make it more convenient for you to do business with us at any time of the day. These will be available by the end of the year.

Improving your services across all areas from reporting a repair to helping to build neighbourhoods in which you are proud to live, is my priority. I am confident you will find it easier to contact us and our aim is that your queries will be resolved faster and more efficiently.



*Jonathan Cowie*

Jonathan Cowie

Chief Executive  
CityWest Homes

# how to contact us



call

**Freephone**  
**0800 358 3783**

+44 (0)207 245 2990  
if calling from abroad



visit

**cwh.org.uk**



email

**customerservices**  
**@cwh.org.uk**

For all your housing queries, please contact customer services by telephone, email or online. Our new customer service centre is your first stop for all queries related to your home or estate. Our trained customer service advisors will co-ordinate your query, quickly and efficiently. This includes:



repairs



book a community hall



report anti-social behaviour  
including noise

(outside of office hours please report  
noise to the council on 020 7641 2000)



request aids and adaptations  
to help you to stay independent  
in your home for longer



pay your rent or service charge



find out about forthcoming  
works affecting your building  
(major works)



help with rent arrears and  
financial advice



make a complaint, compliment  
or offer feedback



order a key fob



find out more about how to get  
involved in your local area



order visitor parking permits



receive specialist employment  
advice, to help you into work



book an appointment with  
the anti-social behaviour  
or housing management  
services teams



request a home visit for  
yourself or someone you know  
who may find it difficult to get  
out of the house

# how to contact us

Call: **Freephone 0800 358 3783**

Email: **customerservices@cwh.org.uk**

Visit: **cwh.org.uk**

## other numbers crime or danger

In an emergency call **999**, such as when a crime is in progress or when there is danger to life



## gas

If you smell gas, call the National Gas Emergency Service (24-hour) on **0800 111 999**

## power cut

Report to UK Power Networks (24-hour) on **0800 31 63 105**

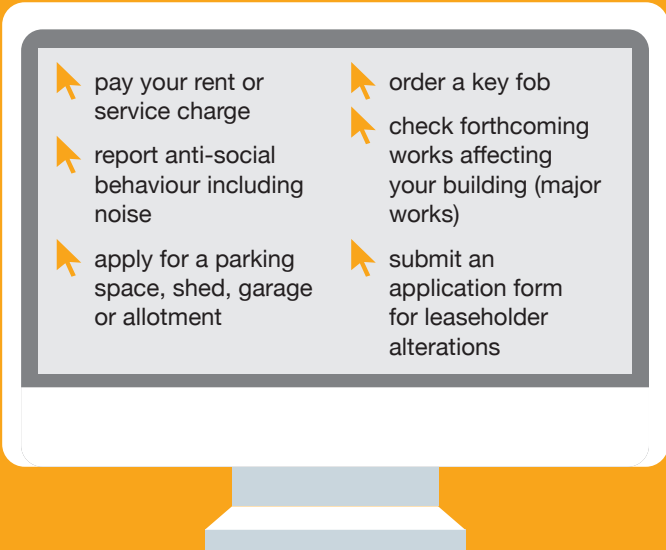
## water

Report problems with your water supply at **thameswater.co.uk**

## CityWest Residential

Call our private lettings and sales estate agency on **020 7245 2222**


save time  
and go online  
with these  
new services  
available at  
**cwh.org.uk**


- 
- pay your rent or service charge
  - report anti-social behaviour including noise
  - apply for a parking space, shed, garage or allotment
  - order a key fob
  - check forthcoming works affecting your building (major works)
  - submit an application form for leaseholder alterations


# area service centres

If you don't have access to the internet or find it difficult to use the phone, you can visit one of our Area Service Centres. They can provide a reception service to help resolve your queries.

## north


 **Address**  
1 Glasgow House, Lanark Road, W9 1QY


 **Opening times**  
Mon-Fri, 9am-5pm

 **Nearest tube**  
Maida Vale


 **Bus**  
16, 98, 332

## south


 **Address**  
137 Lupus Street, SW1V 3HE


 **Opening times**  
Mon-Fri, 9am-5pm

 **Nearest tube**  
Pimlico


 **Bus**  
C10, 24, 360

## central

 **Address**  
24 Lilestone Street, Lisson Green estate, NW8 8SR


 **Opening times**  
Mon-Fri, 9am-5pm

 **Nearest tube**  
Marylebone


 **Bus**  
139, 189

## west

 **Address**  
155 Westbourne Terrace, W2 6JX

 **Opening times**  
Mon-Fri, 9am-5pm

 **Nearest tube**  
Paddington, Royal Oak

 **Bus**  
7, 18, 27, 36, 46

# community drop-in sessions

If your estate office reception services have been replaced by community drop-in sessions, we have written to you to let you know. Visit [cwh.org.uk/drop-in](http://cwh.org.uk/drop-in) or call us to find out where and when your nearest drop-in session takes place. The venues and times have been identified in consultation with local residents and we will continue to review how they meet your needs. If you live in Church Street or Westbourne Park, we will be in contact shortly ahead of your estate office closures from September.



# new repairs service

We have improved our repairs service to offer you a quicker and more efficient service that gives you better value for money.

From 30 June, you will receive the following for your non-emergency heating repairs:

- two-hour time slots to reduce waiting times
- a text reminder the night before your repair
- a phone call to let you know when we are on our way.



Please visit [cwh.org.uk/repairs](http://cwh.org.uk/repairs) for information on the new organisations that will be delivering your repairs service on behalf of CityWest Homes.

# estate visits

The estate services team will undertake monthly visits to ensure high standards of cleaning, grounds maintenance and health and safety. Your housing services team will continue to regularly visit your estate and if you would like to join

an estate inspection, please call or email us.

More support will be available for vulnerable residents, who we are currently contacting to offer regular phone calls or home visits if they are required.

# council services

Some services are provided by Westminster City Council, as below. Visit [westminster.gov.uk](http://westminster.gov.uk) for further details.



## Adult Social Care

[peoplefirstinfo.org.uk](http://peoplefirstinfo.org.uk)  
[westminster.gov.uk/adult-services](http://westminster.gov.uk/adult-services)  
020 7641 2500



## Children's Services

[westminster.gov.uk/children-services](http://westminster.gov.uk/children-services)  
020 7641 4000



## Council tax

[westminster.gov.uk/council-tax](http://westminster.gov.uk/council-tax)  
034 3178 2743



## Housing benefit and council tax support

[westminster.gov.uk/benefits](http://westminster.gov.uk/benefits)  
0800 072 0042



## Homelessness, rough sleeping and housing options service

[westminster.gov.uk/housing](http://westminster.gov.uk/housing)  
020 7641 1000  
(homelessness) 0300 500 0914 (rough sleeping)



## Rubbish, recycling, streets, noise and environmental health including pest control

020 7641 2000

# did you know?

We also offer the following services as part of our commitment to creating places where people are proud to live.



Gardening and allotment spaces



Homework clubs



Gardening services on your estate



Internal and external cleaning on your estate



Aids and adaptations in your home



The management of 15 estate sports pitches plus an outdoor gym on Lisson Green estate



Healthy homes visits to help with mould, condensation and other issues affecting your health



Tenancy checks

Find out more at [cwh.org.uk](http://cwh.org.uk)

Follow us on social media to keep up-to-date with your community



@CityWestHomes



CityWestHomes