



# Communicating With You

This leaflet is about how  
**you** can contact us and  
how **we** can contact you.

Repairs, Enquiries, Comments,  
Compliments and Complaints:  
**0800 91 516 00**

W W W . E N E H L . O R G . U K

## Other formats

If you would like this document in another format or language, please tick as required and return to


East North East Homes Leeds, Freepost  
RRJX-YRTK-TACE.



Your name:


Your address:

Telephone number:

### Formats

 CD   Large print

 Braille   Text only

 Another language

 أود أن يكون هذا المستند باللغة العربية. ARABIC

 لطفاً اكتب متن را به زبان فارسی در اختیار من قرار دهید. FARSI

 ئەمە وەرەققەتێم بە کوردی دەوێت KURDISH

 Chciał(ka)bym otrzymać ten dokument w języku polskim. POLISH

 ከዚ ቅጽጽ ላይ ትግርኛ ሰጥኛል። TIGRINI

 میں یہ دستاویز اردو زبان میں چاہوں گا/کی URDU

For more information call us on 0800 915 1600.



# How can I contact East North East Homes Leeds (ENEHL)

You can contact ENEHL in the following ways.

## By letter

The ENEHL's postal address is at the top of our letters.  
Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE



## By telephone

Our phone number is:

**0800 91 516 00**



This is a freephone number. This means that it is free to make the call from a landline. Your call will be answered by a contact centre adviser who will ask you your name and will try to put you through to the correct section or answer your enquiry.

## By fax

Our fax number is 0113 247 6151

## By email

Our e-mail address is  
[enehl.enquiries@enehl.org.uk](mailto:enehl.enquiries@enehl.org.uk)



## By visiting our website

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



## By text message

You can text us on 07786202903

## By text phone

Our text phone number is  
0113 224 3792



Text phone is a service for people who have hearing or speech difficulties. The line is **not** suitable for other calls.

## Texting your Leeds Homes Bids to 60066

You can bid for up to three homes per week by texting 'cbl#' followed by your:

- Application number, followed by #
- Date of Birth, followed by # (In full, e.g. 03081962)
- First property reference number, followed by #
- Second property reference number, followed by #
- Third property reference number, followed by #

## How will ENEHL communicate with me?



ENEHL will ask you how you want us to contact you, for example by email or by letter. Unless you tell us otherwise, we will write to you if we need information from you. We will always write to you when there is a change in your tenancy agreement or rent payments and we will explain why.

We will also contact you by email, texts and questionnaires, choosing the best way to communicate for the information we want you to give.

## Other Formats

We can provide letters and leaflets in the following formats.

### Large print

Large print 

If you have difficulty reading our letters we can send you copies typed in larger print if this will help.

### Braille

We can provide letters, tenancy agreements and booklets in Braille.



### Audio tape or CD

ENEHL can also provide copies of letters or leaflets on tape if you ask.



### Browsealoud

Browsealoud is free software that reads our website for you. Our website is: [www.enehl.org.uk](http://www.enehl.org.uk). Use the link from our site to download the free software.

### Different languages

We can use a translation service to provide letters or leaflets in most languages. If you would like any of these different formats, please ring the freephone number and we'll arrange to send letters and leaflets in the format which is best for you.

Remember, details of how to contact ENEHL are on the front of all our leaflets, our website and any letter we send you.

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**Leeds**  
CITY COUNCIL



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East North East Homes Registered Office Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE



**east  
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