

Good places to come home to



CONTACTING HASTOE HOUSING ASSOCIATION –  
THE SERVICE YOU CAN EXPECT



Whether you are contacting us by phone, email, fax or in person you should receive a prompt, efficient and courteous service. However, it is not possible to sort out every enquiry immediately, so this leaflet lets you know the minimum standard you can expect. Although many of our staff are often out of the office, you will usually find our service is much quicker.



## **BY PHONE**

When you call, we will put you through to someone who can help with your enquiry.

If you ask for a specific person, such as your Area Housing Manager, we will normally be able to put you through to them.

If the person you need to speak to is not available or out of the office you can choose to leave a voice mail or a message for them. They should contact you within one working day – please make sure you leave a contact number.

## **LETTERS, EMAILS AND FAXES**

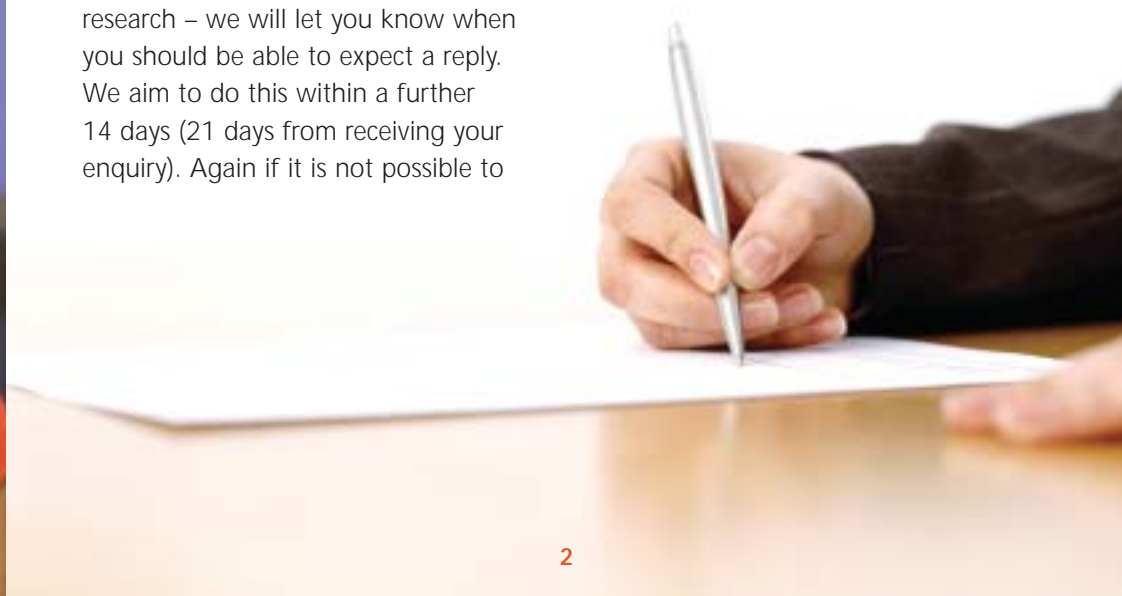
All these will be dealt with in the same way. You should receive our reply within 7 days. If this isn't possible – for example we may need to do some research – we will let you know when you should be able to expect a reply. We aim to do this within a further 14 days (21 days from receiving your enquiry). Again if it is not possible to

give you an informed response we will contact you at least every 21 days to let you know how things are progressing.

Please send your enquiry to the relevant department at your regional office. Departments such as accounts, property services or the directors are based at head office. All the addresses and fax numbers are shown on page 5.

## **VISITING THE OFFICE**

You can pop in at your regional office where staff will be able to deal with most of your enquiries. If not, they will let you know within one working day when you can expect a response. It is better to make an appointment first so you don't have to wait. Feel free to bring someone with you such as a friend, relative, advisor or interpreter.





## CONTACT US AT:

### South East Regional Office

Hastoe Housing Association,  
Marina House, 17 Marina Place,  
Hampton Wick, Kingston upon Thames,  
Surrey KT1 4BH

Lo-call: 0845 702 3271

Property Services Lo-call: 0845 601 5506

Fax: 020 8943 9637

southeast@hastoe.com

### Milton Keynes Area Office

Hastoe Housing Association,  
Witan Court, 319 Upper Fourth Street,  
Milton Keynes, Buckinghamshire  
MK9 1EH

Tel: 01908 396241/2

Fax: 01908 237843

miltonkeynes@hastoe.com

### West Country Regional Office

Hastoe Housing Association,  
Fleur de Lis, Middlemarsh Street,  
Poundbury, Dorchester, Dorset DT1 3GX

Lo-call: 0845 601 8865

Fax: 01305 250106

westcountry@hastoe.com

### East Regional Office

Hastoe Housing Association,  
Rectory Farm Barns, Little Chesterford,  
Saffron Walden, Essex CB10 1UD

Lo-call: 0845 601 9043

Fax: 01799 531039

eastregion@hastoe.com

### Out of hours emergency number

5pm to 9am, weekends and bank  
holidays

Lo-call: 0847 757 3842

### Head Office

Hastoe Housing Association,  
Marina House, 17 Marina Place,  
Hampton Wick, Kingston upon Thames,  
Surrey KT1 4BH

Tel: 020 8943 4433

Fax: 020 8943 2163

info@hastoe.com

[www.hastoe.com](http://www.hastoe.com)

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