

Useful addresses and contact numbers



CROSS KEYS Homes

You'll be at home with us



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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter or have it translated for you. Please call us on: **01733 385116**.

You will need to tell us your name, address, telephone number and the language you speak.

Arabic:

إذا كنت تواجه أي صعوبة في فهم هذا المستند يمكننا تفسيره لك من خلال مترجم فوري أو القيام بترجمته لك. الرجاء الاتصال بنا على: 01733 385116.

سيتمكن عليك إخبارنا باسمك، عنوانك، رقم هاتفك واللغة التي تتحدثها.

Farsi:

اگر درک مطالبی که در این متن نوشته شده برای شما سخت است می توانیم ترتیبی بدهیم که یک مترجم شفاهی آنها را برای تان توضیح بدهد یا اینکه متن را برای شما ترجمه کنیم. لطفاً به ما تلفن کنید: 01733 385116.

شما باید نام، آدرس، شماره تلفن و زبانی که به آن صحبت می کنید را به ما بگویید.

Kurdish:

ئەگەر هیچ گرتتیکت هەیه لە تیگەشتنی ئەم بەلگەنامەیە، ئەو دەتوانین لە ڕیگای زمان وەرگیرێک بۆت 01733 385116 ڕوون بکەینەو یان بۆت بگۆڕینە زمانی خۆت.

پێویستە ناگاداران بکەیتەو بە ناوت و ناوێشان و ژمارە ی تەلەفون و هەروەها زمانی قسە کردنت.

Polish:

Jeśli masz trudności ze zrozumieniem tego dokumentu, możemy go przetłumaczyć na język polski, albo zorganizować pomoc tłumacza, który go wyjaśni. Jeśli potrzebujesz pomocy tłumacza, zadzwoń: 01733 385116.

Musisz podać swoje Twoje imię i nazwisko, adres, numer telefonu i język, w jakim życzysz sobie tłumaczenie.

Portuguese:

Se tiver alguma dificuldade em compreender este documento, podemos contactar um intérprete que lho explique ou mandá-lo traduzir para si. Telefone para o número: 01733 385116.

Iremos precisar que nos diga o seu nome, morada, número de telefone e qual a língua que fala.

Urdu:

اگر آپ کو یہ دستاویز سمجھنے میں کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعے آپ کی خاطر اس کی وضاحت کا انتظام کرسکتے ہیں یا آپ کے لئے اس کا ترجمہ کروا سکتے ہیں۔
برائے مہربانی ہمیں کال کریں: 01733 385116

آپ کو ہمیں اپنا نام، پتہ، ٹیلیفون نمبر، اور وہ زبان بتانے کی ضرورت ہوگی جو آپ بولتے ہیں۔



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

Useful addresses and contact numbers

Office opening hours

Monday, Tuesday, Thursday and Friday	9am to 5pm
Wednesday	10am to 5pm
Repairs enquiries - Monday to Friday (during these hours you can book an appointment for between 8am and 6pm Monday to Friday and 8am to 1pm on Saturday)	8am to 5pm

Head office address

Shrewsbury Avenue
Peterborough PE2 7BZ

Telephone: 01733 385000

Email: info@crosskeyshomes.co.uk

Website: www.crosskeyshomes.co.uk

Other departments

Buying your home:	01733 385035
Gas safety checks:	0800 9888330/01733 396420
General enquiries:	01733 385000
Rent enquiries:	01733 385026
Tenant involvement:	0800 8030357/01733 385057
Anti-social behaviour helpline	01733 385099
Sheltered housing and Lifeline:	01733 385100
Supporting People:	0800 8047088/01733 385108
Leaseholders:	01733 385035

Neighbourhood offices

Neighbourhood office (north and east)

3 Scalford Drive
Welland
Peterborough PE1 4XQ

Telephone: 01733 385077

Areas covered:

Bluebell, Deeping Gate,
Dogsthorpe, Eastfield, Eastgate,
Etton, Eye, Gladstone, Glington,
Gunthorpe, Helpston, Maxey,
Millfield, Newborough, New
England, Northborough, Paston,
Peakirk, Thorney, Walton, Welland
and Werrington.

Neighbourhood office (south and west)

Shrewsbury Avenue
Peterborough PE2 7BZ

Telephone: 01733 385061

Areas covered:

Ailsworth, Ashton, Bainton,
Barnack, Bretton, Castor,
Fletton, Hampton, Marholm,
Pilsgate, Ravensthorpe,
Stanground, The Ortons
(Brimbles, Goldhay, Longueville,
Malborn and Waterville),
Thornhaugh, Ufford, Upton,
Wansford, West Town, Westwood,
Wittering and Woodston

Hospitals

Edith Cavell Hospital
Bretton Gate
Bretton
Peterborough PE3 9GZ
Phone:01733 874000

Fitzwilliam Hospital
Milton Way
South Bretton
Peterborough PE3 9AQ
Phone: 01733 261717

Peterborough District Hospital
Thorpe Road
Peterborough PE3 6DA
Phone: 01733 874000

Police

Thorpe Wood Police Station
Thorpe Wood
Bretton
Peterborough PE3 6SD
Phone: 0345 456 4564

Werrington Police Station
6a Skaters Way
Werrington
Peterborough PE4 6NB
Phone: 0345 456 4564

Peterborough City Council

Abandoned vehicles:	01733 425339
Disability services:	01733 747474
Fly-tipping (dumping rubbish illegally):	01733 747474
General enquiries:	01733 747474
Homelessness:	01733 742660
Housing Benefit:	01733 452241
Housing list (applications):	01733 864064
Landscaping:	01733 747474
Litter:	01733 747474
Pest control:	01733 747474
Playschemes and play centres:	01733 742581
Recycling:	01733 747474
Rubbish:	01733 747474
Social services:	01733 747474
Street lighting:	01733 453523
Temporary accommodation:	01733 742660
Trees and woodland:	01733 747474
Care and Repair Services:	01733 863895

Citizens Advice Bureau

41a Park Road
Peterborough PE1 2TH
Phone: 08444 994120

Other useful numbers

Age Concern:	01733 564185
Benefits Agency:	01733 864280
Central Library:	01733 742700
NHS Direct Helpline:	0845 4647
Peterborough Mediation:	01733 566536
Peterborough NHS Walk-in Centre:	01733 293800
Dental Access Centre:	01733 295854
Samaritans:	0845 7909090
The Independent Housing Ombudsman:	020 7421 3800
National Grid (gas leaks):	0800 111999

To help you prepare for any emergencies, we recommend that you fill in the details set out below

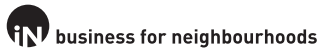
Item	Where it is
Water stopcock	
Electric fuse box and trip switch	
Gas-supply lever	
Hot-water cylinder	
Cold-water tank	

Repairs: 0800 328 2742

Email: housingrepairs@crosskeyshomes.co.uk

Out-of-hours emergencies: 0800 328 2742

**NATIONAL
HOUSING
FEDERATION**
member



www.crosskeyshomes.co.uk

*Cross Keys Homes Limited is registered in the United Kingdom, registered number: 4557701
Cross Keys Homes Limited is a registered charity, registered number: 1104746*

March 10, 2010

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