

How to access information and services

At Ocean Housing we aim to make it as easy as possible for you to access our services.



This leaflet gives advice about how you can reach us and get the information and services you need. It also explains what we can do to help if you have difficulty contacting us, for example due to a disability or if your first language is not English.

If you have a particular need that we have not covered in this leaflet, please contact us on **01726 874450** and we will do our best to help you.



Ocean
HOUSING
at the heart of the community

Telephoning our office

You can contact our customer services team on **01726 874450** for all enquiries. The lines are open from 8.30 am until 5 pm.

To report repairs you can also use our freephone number **0800 0481054**. (Calls are free from a landline only, if dialling from a mobile please leave off the first '0'.)

You can also text your repair to **07766 404142**, putting **repairs@oceanhousing.com** at the start of your message, then information about the repair and **your address**.

For emergency repairs outside office hours, during weekends and Bank Holidays, please ring **01872 224628** or **01872 224521**.

Faxing

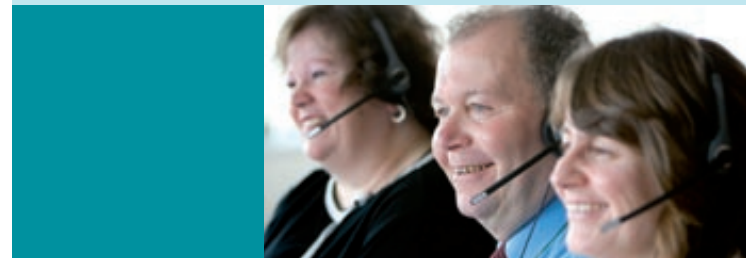
We can also contact us by fax – our fax number is **01726 874451**.

Help for deaf and hard of hearing people



We have a hearing loop in our reception area. The loop cuts down background noise, making it easier for people with a hearing aid to talk to our staff. We also have portable hearing loops for use in our offices or if we visit you at home.

If you have access to a textphone you can contact us by Tynetalk. This enables customers who are hard of hearing to communicate with us by typing and reading conversations. Please call **18001** followed by the telephone number of the person you wish to call, including the dialling code.



Using our website and email

Visit our website at www.oceanhousing.com for details of our services, the latest Ocean news and for useful information and events on the Resident page.

If you find it difficult to read the text you can increase the size in your browser settings.

You can also listen to the content of our website rather than read it by using BrowseAloud. Click on the BrowseAloud icon on our website to download this service which reads the web pages aloud for you.



Some of the content is also available in different languages. Select a language from the drop down menu and the text is automatically translated.

You can use our website and email to:

- Pay your rent online – see the Ocean Housing web page for details how to do this.
- Request a non-emergency repair by emailing repairs@oceanhousing.com
- Send us a general enquiry by emailing enquiries@oceanhousing.com
- Make a complaint by following the links on the Home page.
- Request a document in an alternative format by emailing enquiries@oceanhousing.com



Visiting our offices

We have a family friendly reception area at our office in Stennack Road, St Austell. All our rooms are wheelchair accessible and we have dedicated disabled car parking spaces. If you have any questions about accessibility, please call us on **01726 874450** before visiting.

The office is open Monday to Friday from 8.30 am to 5 pm.



Translation and interpretation services



Please call us on **01726 874450** or ask a member of staff if you require translation or interpretation services, and we will quickly assess your language needs.

Portuguese

Se desejar a tradução destas informações, ligue para 01726 874450.

Polish

Jeżeli chciałabyś / chciałbyś mieć to przetłumaczone, zadzwoń pod numer 01726 874450.

Getting information in different formats

If you need any of our information in a different format please contact us on **01726 874450**. We can provide key publications and documents in Braille, large print and audio, as well as other languages.

Equality and Diversity

We are committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business.



Keeping you informed

We aim to keep you up to date with information on our services through our quarterly newsletter Street Talk. Our Housing Officers also hold weekly surgeries on many of our estates. To find out more about the surgeries please contact your Housing Officer or call us at the office on **01726 874450**.



Ocean
HOUSING

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