



**Futures Housing Group
Northamptonshire Customer Offer
September 2017**

What are your hours of work?

You can log onto MyAccount any time of day or night to book a repair, check your balance, report anti-social behaviour or make a payment.

Our contact centre is open between 8:30am and 5.00pm Monday to Thursday, and between 8.30am and 4.30pm on a Friday.

How should we contact Futures?

Online at www.futureshg.co.uk, including a live webchat facility. You can also send scanned documents to this address.

Email us direct at enquiries@fhg.co.uk

Twitter @futures_hg

Facebook page [facebook.com/futureshousing](https://www.facebook.com/futureshousing)

Call us on 0300 456 2531

If you need to send us any originals or larger documentation, please send to; Futures Housing Group, Asher Lane, Asher Lane Business Park, Ripley, Derbyshire, DE5 3SW.

What if I want to see my Neighbourhood Officer, Income Officer or request a Money Advice appointment?

We will usually try to meet with you in your own home, or the home you are shortly to move into. In certain circumstances, we can arrange to meet you in another convenient location; please let us know at the time of booking an appointment.

How can I pay my rent?

Our preferred method of payment is via direct debit. Simply email enquiries@futureshg.co.uk to set up your direct debit. You can also pay your rent online using My Account or using our automated phone service (dial 0300 4562531, option 2)

What if I need to return my keys?

If you are ending a tenancy, please contact us. Before you leave your property we will arrange to install a key safe to the exterior of your home and agree a secure access code of your choice. If you are unable to leave all of your keys in the safe you can leave them in the kitchen drawer with one access key placed in the safe.

What if I want to return a lifeline or any telecare equipment?

If you want to return a lifeline or any equipment belonging to FHG please contact us and we'll advise you of the next steps.

What if I want to complain, make a comment or give a compliment?

You can still do all these things via our contact methods which are detailed above.