



Tenant Information



**WELWYN
HATFIELD**



Welcome to
your new home

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We hope you find this information pack useful. It is designed to let you know what our services are and how you can get in contact.

The information in this pack has been approved by our Residents Panel, which is made up of council tenants and leaseholders.

The different departments of Welwyn Hatfield Borough Council's housing management services are:

Repairs

☎ 0800 111 4484

@ housingmaintenance@welhat.gov.uk

This team deals with the day-to-day repairs to your home.

Housing Income

☎ 01707 357 088

@ housingincome@welhat.gov.uk

This team deals with council property rent issues, including rent arrears.

Neighbourhood & Enforcement

☎ 01707 357 796

@ neighbourhoods@welhat.gov.uk

This team deals with issues around managing tenancies such as tenancy breaches, succession, other changes to tenancies, anti-social behaviour from council tenants.



Independent Living

☎ 01707 357 000

@ independentliving@welhat.gov.uk

This team manages our sheltered housing schemes which are usually reserved for those over 60 years old or with other support needs, such as a disability. Your Independent Living Officer will be your first point of contact for any issues.

The most up-to-date information and news about our services can be found on the council website **www.welhat.gov.uk**

Follow Welwyn Hatfield Borough Council on social media.



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Useful WHBC contacts

Income Officer

Name:

☎ 01707 357 088

@ housingincome@welhat.gov.uk

Neighbourhood Officer

Name:

☎ 01707 357 796

@ neighbourhoods@welhat.gov.uk

WHBC Residents Panel

@ residentinvolvement@welhat.gov.uk

f /ResidentsPanelofWHBC





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