



Contact information

- How to contact us
- Comments, compliments and complaints
- Useful numbers



Contact information

How to contact us

Our Control Centre is open 24 hours a day, 365 days a year to deal with emergencies.

The team responds to Lifeline Alarm emergency calls and also deals with emergency repair calls outside of office hours.

Please only use this service in the event of a genuine emergency.

☎ 0800 111 4484

Neighbourhoods

@neighbourhoods@welhat.gov.uk

☎ 01707 357 796

Housing Income

@housingincome@welhat.gov.uk

☎ 01707 357 088

Repairs

@housingmaintenance@welhat.gov.uk

☎ 0800 111 4484

Housing Allocations

@housingallocationsteam@welhat.gov.uk

☎ 01707 357 090

Anti-Social Behaviour

@asb@welhat.gov.uk

☎ 01707 357 000 (option 3)

Council Office

📍 The Campus, Welwyn Garden City,
AL8 6AE

@contact-whc@welhat.gov.uk

☎ 01707 357 000

Our opening hours are:

Monday to Thursday from 8.45am to
5.15pm and Friday from 8.45am to
4.45pm.



Contact information

Comments, compliments and complaints

We aim to provide the highest quality, customer focused services. We welcome your comments and compliments about our services and use these to try to improve further.

We also recognise that we do not always get things right, so please tell us if you are not satisfied with our services so that we can work with you to reach a fair conclusion.

Details of our procedure for managing and responding to complaints can be found on our website

www.welhat.gov.uk/contact/complaints

There are different ways to make a complaint:

🌐 www.welhat.gov.uk/contact

@ contact-whc@welhat.gov.uk

☎ 01707 357 000

✉ Council Offices, The Campus,
Welwyn Garden City, AL8 6AE

Housing Ombudsman

We hope we can resolve any issues but if you have followed our complaints process and are still not happy, you can ask the Housing Ombudsman to look into it.

🌐 www.housing-ombudsman.org.uk/residents/

@ info@housing-ombudsman.org.uk

☎ 0300 111 3000

✉ Housing Ombudsman Service,
PO Box 1484, Unit D, Preston,
PR2 0ET

Please get in contact with us when you:

- want to let us know what you think of our services
- have ideas on how we can improve our services
- want to comment on our policies
- would like to tell us you are happy with a particular service or member of staff

When we receive a compliment or comment we will record it and pass it to the relevant member of staff and/or manager. We will also write within 10 working days to thank you for contacting us and tell you if we decide to make a change as a result of your comments.

Contact information

Useful numbers

Emergency Services
☎ 999

Gas leaks –
National Grid
☎ 0800 111 999

Loss of electrical supply –
UK Power Networks
☎ 0800 783 8838

Water leaks –
Affinity Water
☎ 0800 376 5325

Blocked mains sewers –
Thames Water
☎ 0800 316 9800

Floods –
Floodline
☎ 0345 988 1188

Citizens Advice
☎ 03444 111 444

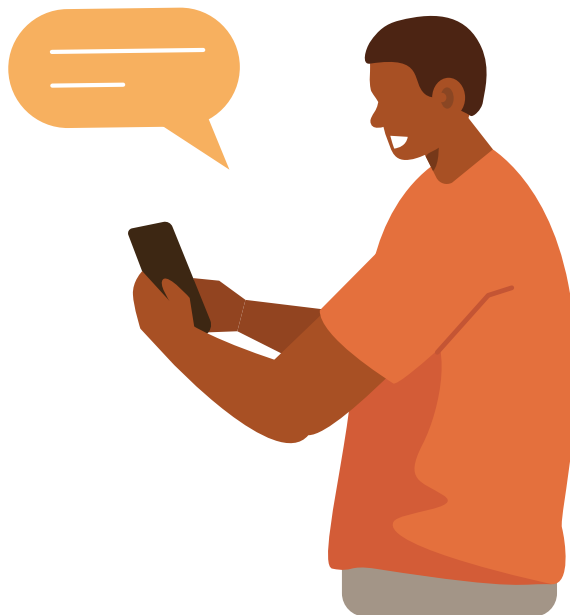
NHS Direct
☎ 111

Hertfordshire Police
(non-emergency)
☎ 101

Crimestoppers
☎ 0800 555 111

Victim Support
☎ 0808 168 9111

Post Office
☎ 0345 722 3344



Pay Point
☎ 0330 400 0000

Tax Credits –
general enquiries
☎ 0345 300 3900

Department for Work and Pensions
☎ 0800 055 6688

Child Maintenance Service
☎ 0800 171 2345

Universal Credit Helpline
☎ 0800 328 5644

PPM Pest Control
☎ 01462 811 818