

# OneCALL

Help and advice about housing, 24 hours a day, seven days a week

## The OneCALL team can help you to do the following.

- Book a repair or get an update on repairs you have already asked for.
- Pay your rent by debit card or credit card, or set up a direct debit to pay your rent.
- Solve any problems you may have in paying your rent.
- Report issues on your estate, such as neighbour disputes, noise nuisance, rubbish and other problems.
- Find out how to get a tenancy with us and how we offer them, and what information you need to give us to support your existing application for housing.
- Find out more about the other services we provide.
- Let us know when we get things right or if we can improve our services. We want to hear your compliments, comments and complaints.

## How do I contact OneCALL?

Phone: 0845 8 507 507. Calls are charged at local rates and phone lines are open 24 hours a day, seven days a week. If you call after 6 pm the lines will be less busy.

Email: [onecall@wdh.co.uk](mailto:onecall@wdh.co.uk)

You can also report repairs through digital TV.

**We are committed to providing equal access to information. If you would like this information in another format, please phone us on 0845 8 507 507.**

