

## To support your neighbourhood



**We work to keep your neighbourhood clean and safe. We will take action to sort out any problems that you report to us.**

**These are our promises to support your neighbourhood.**

### **We will ALWAYS**

- ✓ visit your neighbourhood at least every three months
- ✓ work closely with other landlords and the council to maintain the quality of the local environment
- ✓ keep shared areas clean, safe and secure
- ✓ remove dumped rubbish within seven days
- ✓ remove offensive graffiti within one working day
- ✓ ensure security equipment works properly
- ✓ put removal warning stickers on untaxed cars within a week
- ✓ contact the council to arrange the safe removal of needles and syringes within one working day

### **We will NEVER**

- ✗ neglect abandoned homes
- ✗ ignore problems in your neighbourhood

# How to contact us



## General enquiries

**0300 123 1745**

**0300 numbers** are cheaper to call, even calls from mobiles.  
**0300 numbers** are only available to public sector, not for profit or charitable organisations.



## Repairs hotline

**0800 279 2101**



## Text

**60066** (start your text with fch)



## Fax

**0121 236 9953**



## E-mail

[friendship@longhurst-group.org.uk](mailto:friendship@longhurst-group.org.uk)



## West Midlands

50 Newhall Hill,  
Birmingham B1 3JN

## East Midlands

5 The Triangle, Enterprise Way,  
Nottingham NG2 1AE

## For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تكايه پەيوەندىيمان پتوھ بکە

विसे वी ठेर ब्राह्म न्नां तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے



business for neighbourhoods



INVESTORS  
IN PEOPLE



Corporate member of  
Plain English Campaign  
Committed to clearer communication.

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A member of  
Longhurst  
Group