



## Factsheet 2: Contact us

### Our promise to you

- Your call to our offices will be answered within 15 seconds by a well trained person.
- We will record accurate voicemail messages letting you know where staff are and when you can expect your call to be returned.
- We will offer an appointment time to everyone who reports a repair.
- We will respond to repair requests within the following timescales:

Emergency within 4 hours

Urgent within 3 working days

Routine within 15 working days

#### Blackburn Regional Office

Park Bank House  
52 Preston New Road  
Blackburn, BB2 6AH

**Opening hours:** 2pm-5pm Mondays only  
For an appointment outside these hours, please call  
0845 850 1966.

**General enquiries:** 0845 850 1966

**Email:** [cat@greatplaces.org.uk](mailto:cat@greatplaces.org.uk)

**Fax:** 01254 677 633

**Repairs hotline:**

Connaught - 0800 652 5404

KHT - 0800 561 0007

#### Fylde Coast Regional Office

336 Talbot Road  
Blackpool FY1 3QU

**Opening hours:** 9am-5pm Mon-Fri

**General enquiries:** 0845 850 1966

**Email :** [cat@greatplaces.org.uk](mailto:cat@greatplaces.org.uk)

**Fax:** 01253 743 731

**Repairs hotline:** Connaught - 0800 652 5404

#### North Regional Office

119 Union Street  
Oldham OL1 1TE

**Opening hours:** 8am-6pm Mon-Fri

**General enquiries:** 0845 850 1966

**Email:** [cat@greatplaces.org.uk](mailto:cat@greatplaces.org.uk)

**Fax:** 0161 484 3201

**Repairs hotline:**

Connaught - 0800 652 5404

KHT - 0800 561 0007

#### Rochdale Regional Office

Unique Enterprise Centre  
Belfield Road  
Rochdale OL16 2UP

**Opening hours:** 9am-5pm Mon-Fri

Closed every Thurs 10-11am

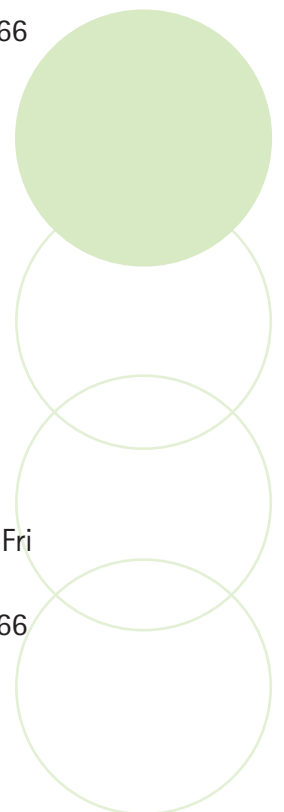
**General enquiries:** 0845 850 1966

**Email:** [cat@greatplaces.org.uk](mailto:cat@greatplaces.org.uk)

**Fax:** 01706 863301

**Repairs hotline:**

Connaught - 0800 652 5404



KHT - 0800 561 0007

### Salford Regional Office

4th Floor  
St James's House  
Pendleton Way  
Salford M6 5FW

**Opening hours:** 8.30am-5.30pm Mon-Fri

**General enquiries:** 0845 845 5505

Press 1- for repairs and maintenance  
Press 2- for housing application enquiries  
Press 3- for all other enquiries

**Email:** [cat@greatplaces.org.uk](mailto:cat@greatplaces.org.uk)

**Fax:** 0161 925 7952

#### Repairs hotline:

Connaught - 0800 652 5404

KHT - 0800 561 0007

Cruden - 0845 850 0707

### Sheffield Regional Office

The Quadrant  
99 Parkway Avenue  
Sheffield S9 4WG

**Opening hours:** 8am-6pm Mon-Fri

**General enquiries:** 0114 262 6800

Press 1- for maintenance enquiries  
Press 2- for reporting ASB  
Press 3- for refurbishment enquiries  
Press 4- for any other enquiry

**Email:** [sheffield@greatplaces.org.uk](mailto:sheffield@greatplaces.org.uk)

**Fax:** 0114 244 7819

#### Repairs hotline:

Kier - 0114 205 3600

### South Regional Office

Southern Gate  
729 Princess Road  
Manchester M20 2LT

**Opening hours:** 8am-6pm Mon-Fri

**General enquiries:** 0845 850 1966

**Email:** [cat@greatplaces.org.uk](mailto:cat@greatplaces.org.uk)

**Fax:** 0161 447 5001

#### Repairs hotline:

Connaught - 0800 652 5404

KHT - 0800 561 0007

Cruden - 0845 850 0707

### Great Places Housing Group (head office)

Southern Gate  
729 Princess Road  
Manchester M20 2LT

**Opening hours:** 9am-5pm Mon-Fri

**Tel:** 0161 447 5000

**Fax:** 0161 447 5001

**Email:** [info@greatplaces.org.uk](mailto:info@greatplaces.org.uk)

[www.greatplaces.org.uk](http://www.greatplaces.org.uk)

*Great Places Housing Group* Southern Gate, 729 Princess Road, Manchester, M20 2LT

**Tel:** 0161 447 5000 **Fax:** 0161 447 5001

**e-mail:** [info@greatplaces.org.uk](mailto:info@greatplaces.org.uk) [www.greatplaces.org.uk](http://www.greatplaces.org.uk)