



# How to access your Council Housing Services

There are lots of ways to get in touch with us:

- On the phone via our dedicated call centre on **0114 293 0000**
- Face-to-face at Housing Offices and First Points, where you can hand in keys or documents
- Online at **[www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)**
- Via social media - follow us on Facebook **@SheffHousingAndNeighbourhoods**
- In writing at: Housing and Neighbourhood Service, PO Box 5967, Sheffield, S2 9GH

Look overleaf for more information about how to contact your housing service.



**Housing Offices and First Points** are located at: Burngreave, Howden House (City Centre), Crystal Peaks, Darnall, Chapeltown, Hillsborough, Manor, Newfield Green, Stocksbridge and Wordsworth Avenue (Parson Cross).

Find opening times at **[www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing) - search for Neighbourhood Offices**

You can visit **Sheffield Property Shop** at **Howden House** to register and bid for social housing - or go online at: **[www.sheffieldpropertyshop.org.uk](http://www.sheffieldpropertyshop.org.uk)**

Make pre-arranged appointments for home visits with your Neighbourhood Officer by calling **0114 293 0000**.

Visit **[www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)** to find out about **our services, report a repair, check your rent balance or pay your rent**. You can also make rent payments via our 24/7 automated payment line on **0114 273 5249**.

**Report repairs** to our call centre on **0114 205 3333** or out-of-hours to **0114 273 5555**.

To access other Council services, including council tax and benefits, visit **[www.sheffield.gov.uk](http://www.sheffield.gov.uk)** or call **0114 273 4567**.

You can use the internet for free at local libraries. Visit **[www.sheffield.gov.uk/libraries](http://www.sheffield.gov.uk/libraries)** for opening times and more information.

If you need helping getting online, we offer free internet workshops to our tenants at venues across the city. Find out more at **[www.sheffield.gov.uk](http://www.sheffield.gov.uk)** and search **free computer sessions**. You can also book your place by calling Heeley Trust on **0114 399 1070** or emailing **[info@heeleydevtrust.com](mailto:info@heeleydevtrust.com)**

This document can be supplied in alternative formats, please contact 0114 293 0000

Sheffield City Council  
[www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)



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