

## Tenant Contacts



[Rent@LSHA.co.uk](mailto:Rent@LSHA.co.uk) – Our Rent team will provide support and advice for any queries about your rent, making changes to your method of payment, discuss eligibility and help you to apply for benefits to help you pay your rent, help you set up a repayment arrangement for arrears etc.

[RepairsTeam@LSHA.co.uk](mailto:RepairsTeam@LSHA.co.uk) – Our Repairs Team should be contacted if you wish to report a repair, discuss an ongoing repair, or are having problems with your property eg condensation. You should also contact the Repairs Team if you are considering making any changes or additions to the property as their permission may be required. If you have concerns re untidy gardens, parking issues or cleanliness / dog fouling in communal areas please also advise the Repairs Team.

[EnergyAdvice@LSHA.co.uk](mailto:EnergyAdvice@LSHA.co.uk) – Our Energy Advice team provide support and advice to help you have a warmer home and lower fuel bills. They can discuss your electricity tariff, and give you information on other available electricity providers, as well as give you information and instruction on your current heating system.

[Housing@LSHA.co.uk](mailto:Housing@LSHA.co.uk) – Our Housing team should be contacted if you wish to report anti-social behaviour or seek information regarding transferring to another property, applying for a mutual exchange or subletting your property. You should advise us of any changes in your household, and if you would like to discuss successions, assignations or adding or removing a joint tenant, you should also contact the Housing Team.

[WeHearYou@LSHA.co.uk](mailto:WeHearYou@LSHA.co.uk) – If you would like to be more involved in giving us feedback, taking part in the Housing Association's decision-making and helping to shape our services, you can contact the Tenant Engagement and Support Manager using this email for further info or an informal chat. You can also use this for anything related to your tenancy that you would like some support with; if you have any worries or are going through a challenging time and it's affecting how comfortable you are at home or how you feel about your tenancy, then please reach out – we're here to help.