

Useful Phone Numbers

Forwarding your post

Royal Mail.....08457 740 740

Gas companies

N Power0845 714 5146

British Gas.....0845 609 1133

If you are unsure who your gas supplier is, please call
0870 608 1524

Electricity companies

N Power0845 714 5146

British Gas.....0845 609 1133

If you are unsure who your electricity supplier is, please
call 0845 603 0168

Landline providers

British Telecom.....0800 800 150

NTL.....0845 454 0000

Removal Companies

You may contact removal companies directly or, if you would like the AMI Neighbourhood Officer to help you contact a removal company, please let us know as early as possible during the course of your move. This expense will be covered by your disturbance allowance.

Other

Severn Trent Water.....0845 7500 500

Council Tax.....01782 715 500

Housing Benefit.....01782 717 717

TV licence.....0870 241 6468

Schools/Colleges

Newcastle College.....01782 715 111

Newcastle Community High School.....01782 297 428

Wolstanton High School.....01782 297 725

Knutton St Mary's Primary School.....01782 297 337

Hempstalls Primary School.....01782 297 768

Partner Agency Contact Information

Aspire Housing

AMI Neighbourhood Officer

Vicky Riley01782 635 200

Residents' Friend (Citizens Advice Bureau)

Emily Tomkinson01782 408 787 or 07757 051 751

Newcastle Borough Council.....01782 717 717

Home Options Team.....0845 130 2165

RENEW North Staffordshire.....01782 232 024

Neighbourhood Management Pathfinder

Laurence or Emma.....01782 611 033

This leaflet is available in alternative formats
or different languages on request

Aspire Housing
Kingsley
The Brampton
Newcastle-under-Lyme
ST5 0QW
www.aspirehousing.co.uk



Relocation Support for Residents in Knutton & Cross Heath



Additional support to help with your move

We recognise that moving house can be stressful, and will do our best to make the experience as easy as possible for you. There is a wide range of support available to help you through the process from Aspire Housing and other partners:

Aspire Housing

If you wish to remain a tenant of Aspire Housing, we will be your main point of contact during your move. If you wish, we can make referrals to other agencies on your behalf or signpost you to other services you may wish to access. The AMI Neighbourhood Officer is responsible for co-ordinating the re-housing of our tenants and will help to make your move as easy as possible.

This could include advice and support on booking a removal company, arranging for appliances to be reconnected, redirecting your post and informing utility companies that you have moved. Home visits will be available throughout the course of your move.

AMI Neighbourhood Officer -
Vicky Riley (01782 635200)



Social Services

You may have a care package organised through Social Services. If this is the case you will need to let them know the details of your move so that there will be no break in your care, and that any changes to your care are identified in good time.

You may contact Social Services directly or, if you prefer, the AMI Neighbourhood Officer can help you to contact Social Services. Please let us know as early as possible during the course of your move, if you would like our help.

Newcastle Access Service (01782 296005)

Citizens Advice Bureau

The Residents' Friend service at the Citizens Advice Bureau (CAB) offers free independent advice to residents on a range of subjects including housing, compensation and benefits.

You may contact CAB directly or if you would like the AMI Neighbourhood Officer to make a referral to this service on your behalf, please let us know as early as possible during the course of your move.

Residents' Friend – Emily Tomkinson
(01782 408787 OR 07757 051751)

Home Options Team

The Home Options Team, based at Staffordshire Housing Association, has been created by RENEW North Staffordshire, to support residents who are looking to move into home ownership.

If you are considering home ownership, this service will take you through the entire process from start to finish.

You may contact Home Options directly or, if you would like the AMI Neighbourhood Officer to make a referral to this service on your behalf please let us know as early as possible during the course of your move.

Project Officer – Mark Gee (0845 130 2165)

