



INVESTOR IN PEOPLE

2010
ROTHERHAM LTD

TURNING HOUSES INTO HOMES

How to get more help and information about the services we provide

Creating and sustaining better homes, neighbourhoods and communities

www.2010rotherham.org

This Document sets out the Standards of Service you can expect from 2010 Rotherham LTD. If you would like to speak to us about them in a different language please call us on **01709 822276** or take it into your nearest Housing Office and we will arrange an interpreter for you.

یہ دستاویز بیان کرتی ہے کہ آپ 2010 Rotherham LTD سے توقع کر سکتے ہیں۔ اگر آپ ان معیاروں کے متعلق ہم سے بات چیت کرنا چاہتے ہیں تو براہ مہربانی ہمیں **01709 822276** پر فون کریں یا اسے اپنے قریب ترین مکانات کے دفتر (ہاؤسنگ آفس) میں لے جائیں اور ہم آپ کیلئے ایک ترجمان کا انتظام کر دیں گے۔

این فرمہای ارائه داده شده، سرویسهای استاندارد میمنت که شما متوانید از سال 2010 از راترهم آل کی دی انتظار داشته باشید. اگر شما نیاز دارید در این مورد با زمین مختلف دیگری یا ما صحبت کنید لطفاً با شماره **01709 822276** یا ما تماس حاصل فرمایید یا می توانید آن را به نزدیکترین اداره هوزینگ ارائه نماید تا ما برای شما مترجم فراهم کنیم.

Ce document présente les standards du service que vous pouvez attendre de 2010 Rotherham Ltd. Si vous désirez en parler dans une langue différente veuillez nous appeler au **01709 822276** ou apportez-le à votre service de maison (housing office) le plus proche et nous arrangerons pour vous un interprète.

هذه الوثيقة تعرض معايير الخدمة التي يمكن أن تتوقعها من 2010 راترهم المحدودة. إذا كنت تريد التحدث معنا عنيا في لغة مختلفة يرجى الاتصال بنا على **01709 822276** أو حذوا إلى أقرب مكتب سكني لك وسنرتب لك مترجم.

Tento dokument objasňuje úroveň služeb, kterou můžete očekávat od 2010 Rotherham LTD. Pokud si s námi o nich budete chtít promluvit v jiném jazyce, prosím kontaktujte nás na telefonním čísle **01709 822276**. Popřípadě vezměte tento dokument na nejbližší bytový úřad (Housing Office) a my vám zajistíme tlumočnicka.

این دستاویز میں سرویس کے وہ معیار بتیے گئے ہیں جنکی آپ 2010 راترهم لمیٹید سے توقع کر سکتے ہیں۔ اگر آپ ان معیاروں کے متعلق ہم سے بات چیت کرنا چاہتے ہیں تو براہ مہربانی ہمیں **01709 822276** پر فون کریں یا اسے اپنے قریب ترین مکانات کے دفتر (ہاؤسنگ آفس) میں لے جائیں اور ہم آپ کیلئے ایک ترجمان کا انتظام کر دیں گے۔

Communications and Access

Accessing our services

If you would like a copy in Large Print, Braille, Audio-tape or electronically, please contact the Service Quality Officer on (01709) 822236 between 8.30am and 4.30pm, or Email: 2010performanceandserviceimprovement@2010rotherham.org

You can also access our services in the following ways:

- Visit our website at either www.2010rotherham.org or www.rotherham.gov.uk
- Telephone one of our Neighbourhood Offices
- Visit our Neighbourhood Offices where we provide induction loops and text-talk facilities
- Send a letter to any of our offices

To help you we will:

- Provide same gender interviews upon request
- Provide a Large Print, Braille, Audio Tape or Electronic version within 4 weeks of receiving the request
- We will talk with customers about our services or any documents they are interested in using interpretation services such as Language Line

How to get more help and information

Speak to your Local Neighbourhood Office or Customer Service Centre

Opening times:

Monday	8:45am to 4:30pm
Tuesday	8:45am to 4:30pm
Wednesday	9:00am to 6:00pm
Thursday	8:45am to 4:30pm
Friday	8:45am to 4:30pm

All Customer Service Centres are open 8:30am to 5:30pm Monday to Friday

Rother Valley Locality (Rother Valley South, West and Wentworth Valley)

Dinnington, Aston, Harthill, Woodall, Hooton Levitt, Kiveton Park, Wales, Laughton en le Morthen, Thorpe Salvin, Todwick, Woodsetts, Thurcroft, Treeton, Swallownest, Ulley, Orgreave & Woodhouse Mill, Catcliffe, Brinsworth, Aston-cum-Aughton, Aston West, Maltby, Hellaby, Wickersley, Bramley, Cliff Hills, Flanderwell, Sunnyside.

Dinnington Customer Service Centre (walk-in service only)

New Street, Dinnington, Sheffield
Assistant Neighbourhood and Involvement Manager Trevor Wilson

Telephone: (01709) 334430

Email: 2010DinningtonNeighbourhoodOffice@rotherham.gov.uk

Maltby Customer Service Centre

Braithwell Road, Maltby, Rotherham

Assistant Neighbourhood and Involvement Manager Lynne Rowan

Telephone: (01709) 382121

Email: 2010MaltbyNeighbourhoodOffice@rotherham.gov.uk

Rother Valley Locality Income Team

Housing Income Champion Janet Fox

Telephone: (01709) 823477

Rotherham Locality

(Rotherham North & South)

Greasbrough, Wingfield, Masbrough, Munsbrough, Thorpe Hesley, Richmond Park, Herringthorpe, Clifton. East Dene, Moorgate, Whiston, Canklow, Eastwood, Springwell Gardens, York Road, Wellgate, Broom Valley, Beeversleigh, St Anne's and Wharncliffe.

Kimberworth Park Neighbourhood Office

St. John's Green, Kimberworth Park, Rotherham

Assistant Neighbourhood and Involvement Manager Howard Westoby

Telephone: (01709) 336923

Email: 2010KimberworthParkNeighbourhoodOffice@rotherham.gov.uk

Greasbrough Neighbourhood Office

Munsbrough Rise, Greasbrough, Rotherham

Assistant Neighbourhood and Involvement Manager Caroline Boyle

Telephone: (01709) 336914

Email: 2010GreasbroughNeighbourhoodOffice@rotherham.gov.uk

Town Centre Customer Service Centre

(walk-in service only)

Civic Building, Walker Place, Rotherham

Assistant Neighbourhood and Involvement Manager Caroline Boyle

Rotherham Locality Income Team Tel: (01709) 823435

Housing Income Champion Louise Short

Wentworth Locality

(Wentworth North & South)

Swinton, Wath upon Dearne, Brampton & West Melton, Manor Farm, Meadow View, Harley, Wentworth, Rawmarsh and Parkgate East, Rawmarsh and Parkgate West, Kilnhurst Village, Sandhill, Monkwood, Thoroughgate, Ryehill, Herringthorpe, East Herringthorpe, Ravenfield, Thrybergh, Dalton.

Rawmarsh Neighbourhood Office

Rawmarsh Hill, Parkgate, Rotherham

Assistant Neighbourhood and Involvement Manager Collette Williams

Telephone: (01709) 336588

Email: 2010RawmarshNeighbourhoodOffice@rotherham.gov.uk

Wath Neighbourhood Office

Town Hall, Wath, Rotherham

Assistant Neighbourhood and Involvement Manager Karen Milner

Telephone: (01709) 873678

Email: 2010WathNeighbourhoodOffice@rotherham.gov.uk

Swinton Customer Service Centre

(walk-in service only)

Station Street, Swinton, Mexborough

Assistant Neighbourhood and Involvement Manager Karen Milner

Email: 2010SwintonNeighbourhoodOffice@rotherham.gov.uk

Wentworth Locality Income Team

Housing Income Champion Janet Slinn

Telephone (01709) 823433

Visit our website: www.2010rotherham.org

Safer Neighbourhood Teams

- **Swinton & Wath:** (01709) 832485
- **Kimberworth Park & Greasbrough:** (01709) 832073
- **Rawmarsh & East Herringthorpe:** (01709) 832422
- **Town Centre:** (01709) 832076
- **Maltby:** (01709) 832709
- **Aston:** (01709) 832280
- **Dinnington:** (01709) 832720

Emergency out of hours numbers

This service is only available when the Neighbourhood Offices and Rotherham Connect are closed or on Bank or National Holidays.

Housing Repairs: (01709) 836161

Housing Emergencies (non-repairs): 07748 143170
5:30pm to 8:30am daily

Neighbourhood Services: (01709) 823114
Formally Environmental Health

Social Services: (01709) 364689
(Rothercare after 5pm)

If you have a gas leak please telephone:
TRANSCO: 0800 111999

Other useful Contact Details:

Key Choices – for details of available Council & Social housing properties.

Telephone: (01709) 336566

Email: KeyChoices@rotherham.gov.uk

Rotherham Advice and Information Network (RAIN)

Telephone: (01709) 517999

Citizens Advice Bureau

Telephone: (01709) 515680

Debt Counselling

Telephone: (01709) 822329

Rotherham Connect

Repairs: (01709) 336009

Streetpride: (01709) 336003

Benefits: (01709) 336006

2010 Rotherham Complaints

Telephone: (01709) 822216

Local Government Ombudsman

Telephone: 0845 602 1983

2010 Decent Homes

Telephone: (01709) 334388

Performance and Service Improvement Team

Telephone: (01709) 822276/822259

Fax: (01709) 822223

Neighbourhood Investment Team

Telephone: (01709) 334968

