

# Useful contact details



## Bracknell Forest Homes

Freephone: 0800 692 3000 or local 01344 382800  
www.bracknellforesthomes.org.uk



- Reporting repairs
- Rent enquiries and payments
- Neighbourhood services
- Neighbourhood Estate Action Team (NEAT)
- Voids and Lettings team
- Housing sales
- Out of hours emergencies.

## Customer involvement

01344 382913

## Community investment

01344 382866

## Leaseholders and service charge enquiries

01344 382943

## Do you need help with completing benefit forms or need benefits advice?

0800 692 3000 or 01344 382800

Our Benefits and Financial Inclusion Officers can see you at your home or at our offices.

## Are you looking to downsize?

0800 692 3000 or 01344 382800

Bracknell Forest Homes may be able to offer you financial and practical assistance to move to a smaller, more manageable property. Call us to find out more.

## Do you need a garage?

01344 382884

Call to see what is available in your area.

## Police (non-emergency)

01753 506000 or 101

Messages can be passed to your Area Beat Officer when you ring.

## Safe at Home – Forest Care

01344 786500

The control centre operates a 24 hour, 365 day a year service. Friendly operators will monitor all calls for assistance, anytime day or night.

## Bracknell Urgent Care Centre

01344 551100

Use the Bracknell Urgent Care Centre (UCC) if you need medical treatment or advice which does not need a visit to A&E.

Open 8 am to 8 pm, 365 days a year.

## HomeHeat Helpline

0800 336699

Find out if you can get help with your energy bills.

## Bracknell Forest Council

01344 352000

- Council tax enquiries
- Housing/council tax benefit
- Homelessness
- Refuse collection, street lighting, street cleaning
- Grounds maintenance
- Pest control.

### Housing Options

01344 352009

### Concessionary Travel

01344 351200

### Cheat Chasers (benefit fraud)

0800 590437

### The Tip (Longshot Lane)

0800 988 3023

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## Utility companies

### British Gas

0800 048 0202

[www.britishgas.co.uk](http://www.britishgas.co.uk)

Pay-as-you-go: 0800 048 0303

GAS EMERGENCIES: 0800 111 999

### Affinity Water (Ascot and Winkfield)

0845 769 7982

[www.affinitywater.co.uk](http://www.affinitywater.co.uk)

WATER EMERGENCIES: 0345 357 24107

### Southern Electric

0800 107 9639

[www.southern-electric.co.uk](http://www.southern-electric.co.uk)

Pay-as-you-go: 0800 980 2481

ELECTRICAL EMERGENCIES: 0800 783 8866

### BT

0800 100 4000 from a landline

0330 123 4150 from a mobile

[www.bt.com](http://www.bt.com)

### Virgin Media

0845 141 0111

[www.virginmedia.com](http://www.virginmedia.com)

### South East Water

0333 000 0001

[www.southeastwater.co.uk](http://www.southeastwater.co.uk)

WATER EMERGENCIES: 0333 000 0365

### TV Licence

0300 790 6165

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

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## Department of Social Security

### JobCentrePlus

01344 744800

### Tax Credits

0800 500222

### Child Benefit (existing claims)

0870 155 5540

### Benefit enquiry line

0800 882 2000

### Attendance and Disability Allowance

0845 712 3456