

## More choice for you

We're committed to providing great services that make it easier to get in touch when it's convenient for you, so we're pleased to be launching our new texting service on 1 May.

### By sending a text to **07398 377 388** you'll be able to:

- request repairs
- enquire about your rent account balance
- request call backs to discuss your rent
- ask for a payment card
- set up standing orders or direct debits
- receive text updates from contractors and Co-op Homes about your live repairs

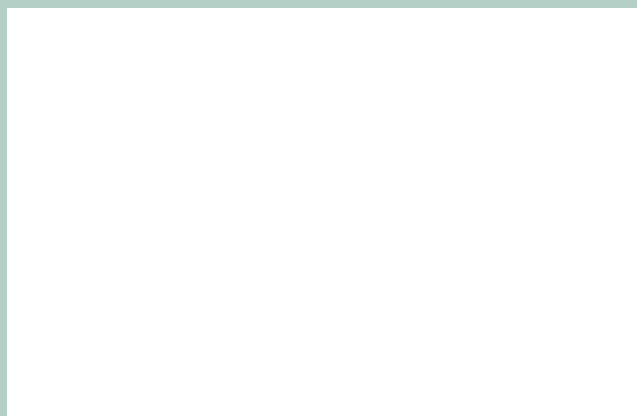
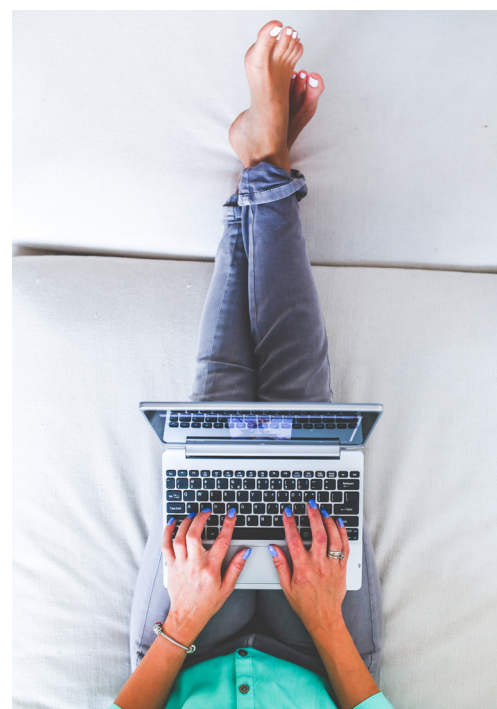
You'll also be able to send us a normal text message - for example if you'd like to speak to someone or have a complaint – and we'll get back to you as soon as we can.

If we already have your mobile number you'll receive a welcome text on Friday 28 April asking you to confirm it. If you don't receive it, please give us a call on 0203 166 2608 to update your details.

Once activated, text the code to **07398 377 388\***

The attached card gives a handy breakdown of the codes you can use.

\*We recommend you save this number to your mobile so you can use it easily in future!



# Take a new look at Co-op Homes



My Tenancy



Pay Your Rent



Report a Repair



How Are We Doing?



New Business  
Enquiry



Contact Us

We've launched a brand-new website that's easier to use and helps you access the services you've told us matter most. You'll still find us at [www.coophomes.coop](http://www.coophomes.coop).

On the new site you'll see new quick links to My Tenancy and Report a Repair, as well as pages that give you help and advice (including a suite of short videos guiding you through simple home repairs) by RHP, our parent organisation.

We've also provided links to our client co-ops' pages.

Through My Tenancy you can still get confidential access to your rent account and tenancy information.

You can:

- Check your rent statement
- Pay your rent online
- See your repairs history
- Report a repair
- Check the information we hold about you is correct

If you haven't already registered for My Tenancy, complete the registration form at [www.coophomes.coop](http://www.coophomes.coop) and we'll be in touch.



## Online for you

We're committed to resolving your issue quickly online, so there are now more ways to contact us by email:

**For repairs ordering and enquiries**

[CHSrepairs@coophomes.coop](mailto:CHSrepairs@coophomes.coop)

**For finance enquiries**

[CHSFinance@coophomes.coop](mailto:CHSFinance@coophomes.coop)

**For general service and housing enquiries**

[customer.services@coophomes.coop](mailto:customer.services@coophomes.coop)

**For governance and corporate enquiries**

[homes@coophomes.coop](mailto:homes@coophomes.coop)

Our phone number stays the same: **020 3166 2608**.

Tel: 020 3166 2608  
Fax: 020 3166 2214  
8 Waldegrave Road  
Teddington  
Middlesex  
TW11 8GT

[www.coophomes.coop](http://www.coophomes.coop)  
[homes@coophomes.coop](mailto:homes@coophomes.coop)

A registered society under the  
Co-operatives & Community  
Benefits Society Act 2014

Registered number: 25197R

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ACCREDITED

**co-op**   
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