

New customer services number

On the 13 May, general needs DCHA housing in Devon and Plymouth launched a new customer phone number: 0300 123 80 80.

And that's not all, we don't have housing officers anymore. Instead we have neighbourhood teams with neighbourhood advisers who will be out and about on schemes a lot more. The neighbourhood teams include community development and anti-social behaviour staff too. We also have an income team with income advisers, who help with any rent payment issues, and who consult on service charges. The income team will soon be able to give advice on keeping fuel bills down, too.

The technical team now includes our new repairs customer service team based in Barnstaple. All housing enquiries go through to the new customer service team.

A leaflet will soon arrive through peoples letterboxes not only explaining the new changes, but also including a handy trolley token with the new phone number on. So wherever you are, and whatever you need to speak to us about, you can now give us a call using just one phone number!

