



Don't want to wait? Use Callback!

When our customer service centre is busy, sometimes you have to wait for a while before your call is answered.

We are doing our best to cut these waiting times, but did you know you can use our Callback facility?

Simply press the star button on your phone and you can leave a message which will work its way up the queue without you having to stay on the line. When your message makes it to the top of the queue our systems will automatically call you back and connect you straight to a Customer Service Officer.

So the next time you are thinking of hanging up, why not hit star and ask for a Callback? You may be surprised just how quickly we call you back!

Easy... and absolutely FREE!

Our Christmas opening hours

Our office will close at 1pm on Tuesday 24th December and reopen at 8.30pm on Monday 30th December. We will be open as normal on the 30th and 31st December but will be closed on Bank Holiday Wednesday 1st January.

Contact us

Email us: enquiries@wcht.org.uk
Address: **Gateway House, 59 Clarendon Road,
Watford WD17 1LA**

Useful contacts – the Trust

General enquiries:	01923 209 000
Repairs:	0800 218 2247 (free from a landline) or 01923 209 247
Rent enquiry:	01923 209 111
Anti-social behaviour:	01923 209 222
Disabled adaptations:	01923 209 220

Useful contacts – other agencies

Council Tax:	Watford Borough Council 01923 226 400
	Three Rivers District Council 01923 776 611
Refuse collection:	Veolia/Watford Borough Council 0203 5676 900
	Three Rivers District Council 01923 776 611
Water supply:	Affinity Water – 0845 782 3333 Thames Water – 0845 9200 800
Disabled parking badges:	Hertfordshire County Council 0300 1234 050
Lost energy top-up card:	Check with your supplier



ABC




Language Line
services

For any of the above services please contact **01923 209000**

Don't forget you can check your account online. Simply go to www.wcht.org.uk and click 'My account'.