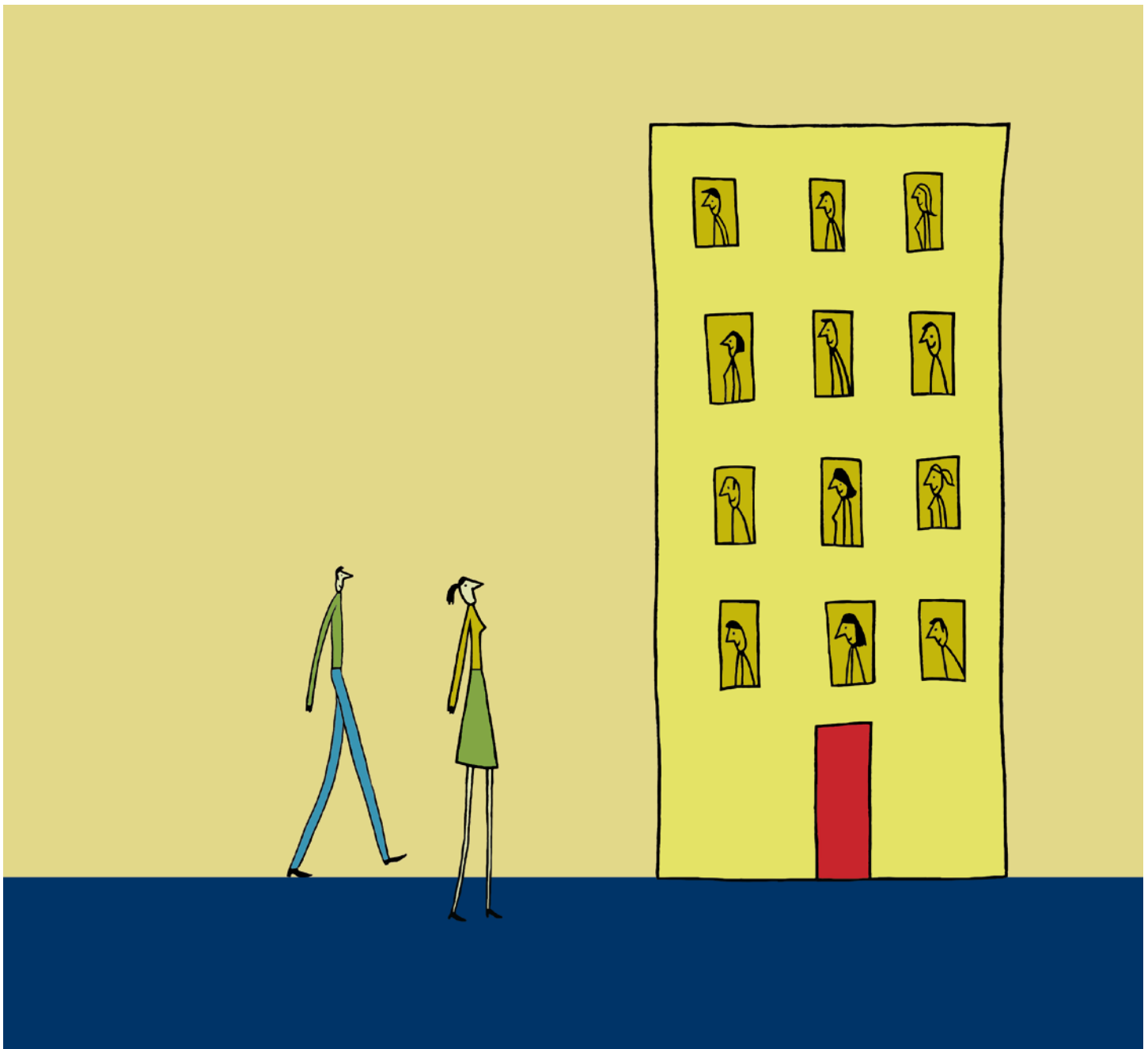


Castle Morpeth Housing

Quality homes,
thriving communities

Visiting our offices



Our offices are located on the first floor of Owen House, Sanderson Arcade, Morpeth. To provide easy access for visitors with disabilities a lift is located in the entrance hall of the building. Guide dogs and hearing dogs are welcome: we will provide drinking water for your dog if requested.

Reception Facilities

What you can expect when you visit our offices:

You will be greeted in a polite and respectful manner by a member of our customer service team who will be wearing a name badge.

If you have a pre-arranged appointment the member of staff will be notified immediately of your arrival and a private interview room will be made available for you to discuss matters of a confidential nature.

Our reception area clearly displays information on community languages and if English is not

your first language or you require an alternative communication method, for example sign language, we will on request arrange for an interpreter. There are Bobby compliant pens available for visitors who are partially sighted and a hearing loop system is installed in the reception area. We also have a portable hearing loop system to use in the interview room if required.

We have created a child-friendly environment in our reception area and display up-to-date leaflets and other useful information on the services we provide.

Internet Access

A computer with internet access is available in the reception area for you to access our website and the Northumberland Homefinder Choice Based Lettings service. A member of our customer service team will be on hand to offer you any assistance you may require in accessing our services.

Confidential Waste Service

Don't be a victim of identity fraud – make use of our free confidential waste service by bringing your paperwork to our offices to be safely destroyed.

Smoking

We operate a no-smoking policy throughout Owen House.

Access

Our full postal address is:

Castle Morpeth Housing
First Floor
Owen House
Sanderson Arcade
Morpeth
NE61 1NS

Opening hours

Our offices are open
Monday to Thursday
8.30am to 5pm
and Friday 8.30am
to 4.30pm.

We close on Wednesday
afternoons at 3.00pm
for staff training.

Contact numbers

Reception:
0845 1170020

Fax:
0845 1170022

Email:
info@castlemorpethhousing.co.uk



*We provide an out of hours emergency service which you can access by calling 0845 117 0020. Your call will be diverted to the service provider.

How to get to our offices

Travelling by car

We are situated in the town centre of Morpeth just off the A1. Please see the map below for more details.

Travelling by public transport

Our offices are located opposite the main bus station in the centre of Morpeth. For information on bus and train times please contact Traveline: 0871 200 2233 or www.transportdirect.com.

