

## Dear Resident

We have good news to share.....

New Park Village will be carrying out Tenancy Services enquires from **Monday 3<sup>rd</sup> February 2025.**

If you have any tenancy related concerns or questions regarding your tenancy we are here to help.

Our office opening times are:

Monday: 9am – 1pm

Tuesday: 9am – 1pm

Wednesday: 9am – 1pm

Thursday: closed to the public

Friday: 9am – 1pm

You can also contact us at New Park Village by telephone on **01902 552670** or email: [newparkvillage2@wolverhampton.gov.uk](mailto:newparkvillage2@wolverhampton.gov.uk)

### IMPORTANT

Until further notice, **rent enquiries** and **repairs** will be managed by [Wolverhampton Homes](#) and in order to discuss your rent account or raise a repair you will need to contact Wolverhampton Homes on the below links or telephone numbers.

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| <b>Rent and arrears payments</b> | <p>You can pay your rent online here:<br/><a href="https://myaccount.wolverhampton.gov.uk/services/pay-for-it/rent-payments/make-payment/">https://myaccount.wolverhampton.gov.uk/services/pay-for-it/rent-payments/make-payment/</a></p> <p>And you can also obtain advice and support regarding your rent by visiting the following link:<br/><a href="https://www.wolverhamptonhomes.org.uk/tenants/pay-your-rent/arrears">https://www.wolverhamptonhomes.org.uk/tenants/pay-your-rent/arrears</a></p> |
| <b>Repairs and Maintenance</b>   | <p>General contact number: <b>01902 556789</b></p> <p>Emergency contact number: <b>01902 552999</b> (the following times are out of hours Monday to Friday, 5pm - 8.30am and weekends and bank holidays)<br/>If you smell gas the emergency number is: <b>0800 111 999</b></p>  |

**We look forward to seeing you soon**