



Section

2

Useful contacts



Useful contacts

Bracknell Forest Homes

Berkshire Court, Western Road, Bracknell RG12 1RE. Open 8.30am to 5pm
Monday to Friday. Closed bank holidays

Switchboard / Reception / Repairs / Benefit advisors (including out of hours) -
freephone 0800 692 3000 or 01344 382800

Customer Involvement Team including Tenants and Leaseholders Panel,
(www.bftlhp.org.uk) and Bracknell Forest Leaseholders Association 01344 382912
For advice on insurance telephone either Finance or Leasehold Management.

 www.bracknellforesthomes.org.uk

 bfh@bracknellforesthomes.org.uk

You can text by sending a message to 81025, type bfh then a message including
your name and address. There is also a call back service available on our website.

Management Company for Pyegrove Chase Flats - John Mortimer Ltd, Bagshot
Road, Bracknell, RG12 9SE. 01344 823650

Bracknell Forest Council - 01344 352000

For abandoned cars, asbestos advice, bins and refuse collection, bulky rubbish
collection, Council Tax enquiries, Council Tax benefits, electoral registration,
environmental health including noise nuisance, highway maintenance, housing
grants/assistance, fly tipping, litter bins, planning and building regulations
applications, tree advice, parking fines.

Citizens Advice Bureau - 0844 499 4107 - www.citizensadvice.org.uk

National Debt line - 0808 808 4000 - www.nationaldebtline.co.uk

Welfare Benefits - Department of Work and Pensions - www.dwp.gov.uk

Thames Valley Police - 0845 850 5505 (non emergency)

Crimestoppers - 0800 555 111

Bracknell Library - 01344 423149

Age Concern - 01344 428074

Victim support - 01344 411411

Gas Emergencies - 0800 111999

Electricity emergencies - 0845 770 8090

Public Sewers - Thames Water Plc - 0845 920 0800

Floodline - 0845 988 1188

Make sure you
know where the
mains switches and
stopcocks are for your
property.



Leasehold Valuation Tribunal (LVT) - part of the **Residential Property Tribunal Service** - www.rpts.gov.uk, 0845 600 3178, Great Eastern House, Tenison Road, Cambridge, CB1 2TR.

LVT is not a court but can make decisions about liability to pay service charge (including whether it is reasonable), administration charges and estate management charges, the right to manage, appointment of a manager, variation of leases and dispensation of service charge consultation.

Both landlords and leaseholders can apply to the LVT.

The Leasehold Advisory Service (LEASE), 31 Worship Street, London, EC2A 2DX 0207 376 5380 or 0845 345 1993 www.lease-advice.org

LEASE provides free advice and guidance to leaseholders and landlords on all aspects of leasehold law, including problems with service charges, the right to manage, possession proceedings and rights to lease extension and freehold acquisition. LEASE offers an impartial mediation service between freeholders and leaseholders.