Do we have your correct contact details?

We are making more use of email to send out details of important events and opportunities for our tenants.

We already have an increasing percentage of email addresses for tenants, however, we want to make sure every email address is correct and information is sent out via email wherever possible to save costs for us (and ultimately you!). We also want to improve the speed we get information out to you.

Questions & Answers…….

I would like to confirm my email address and/or phone numbers
That's simple – contact us using any of the following methods:
a) In person at any of our customer facing offices
b) Phone us on 0300 456 0117 – option 4
c) Register for our secure online portal (iHousing) https://ihousing.wiltshire.gov.uk/
d) Email us – hsgmail@wiltshire.gov.uk (we may contact you to validate identity)

I don't have an email address - I don't use email.
There are plenty of quick and simple email services you can use to create your own email address. Two of the most popular are Outlook.com (a Microsoft product) and Gmail (a Google product). Both are free to set up and use.

I rarely check my email. I don't use a laptop or desktop computer.
Mobile apps let you use email on a mobile 'phone or tablet (see Outlook.com and Gmail advice). Using an app has the added advantage allowing you to receive and read our emails wherever you are. Alternatively, the council offer free computer and internet access in all Wiltshire libraries.

I would rather you sent me a text.
Text messages are used for various processes such as reminders, confirmations and quick contacts. It would not be suitable for sending out longer information. Please make sure we have your up to date mobile number so you can benefit from this free service from us.

Finally, we will never pass your contact information onto anyone outside of Wiltshire Council for marketing purposes. We will only ever pass on your contact details to registered contractors if it is appropriate in the course of doing approved works on behalf of the council.

Contact us

If you require any further information, please contact us:

Telephone: 0300 456 0117 – option 4

Email: hsgmail@wiltshire.gov.uk

Write to us or visit us: Housing Management, Wiltshire Council
Council House, Bourne Hill, Salisbury SP1 3UZ

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as large print and audio. Please contact the council by telephone 0300 456 0100, by textphone 01225 712500, or email customerservices@wiltshire.gov.uk

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