

Here to Help!

If you have any problems, questions or queries regarding your tenancy please contact the lettings team on:

Email: lettings@niche-homes.co.uk

Telephone: 0113 244 1960

Maintenance or repair – please use the “My Property File” App for more information please visit: www.niche-homes.co.uk

If you have a more serious issue or concern please speak to the Property Manager Deborah Mountford where she can assist with all your requirements in the first instance.

Still not happy then please send your issue to Senior Management as per the “Complaint Procedure” on our website and hard copies can be requested through the office.

Niche Homes Ltd have a “Equality and Diversity” policy on our website and copies are available upon request.

If you have any issues at all we will assist and remedy where ever possible and we do expect to be treated and spoken to in a polite and professional manner.

Please note that Niche Homes Ltd will not tolerate verbal or physical abuse or aggressive behaviour to any member of staff, tenant or contactor this also includes verbal or written correspondence to the office.

If you wish to see a member of the team or manager to address your concerns this is also available by an appointment only.

Thank you.

Niche Homes Ltd.