

## PEOPLE FIRST HOUSING ASSOCIATION

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People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



**Community Support Service**

## ASTRALINE

Astraline is a telephone service that can be used by People First tenants and support clients when our offices are closed.

People First's offices are open Monday to Friday from 9.00am to 5.00pm. Outside these hours – **in an emergency** – you may use the Astraline service.



## When should I use Astraline?

**If you are a tenant**, you can call them to arrange an out-of-hours emergency repair. You should only contact them if there is a health and safety risk.

Examples of an emergency repair are:

- Burst pipes, flooding or fire
- Gas leaks
- Loss of heating, electricity or water supply
- Dangerous structures,
- Security risks, such as insecure doors

If you have an out-of-hours emergency repair, call Astraline on **0844 80 40 835**

**If you are a support client**, you can call them about a crisis or a health problem, or if you need to speak to someone.

Astraline will call an ambulance if required, or they will provide you with information about other services depending on your needs.

Please note that Astraline, staff are not trained to counsel you, nor can they come out to see you. If you need counselling they will give you details of out of hours services that can help.

If you have an out-of-hours emergency need, call Astraline on **0844 80 40 835**