

Get in touch

There are lots of ways to contact us. Find out the best way for you here.



Offices

Central Services

178 Birmingham Road, West Bromwich, West Midlands,Â **B70 6QG**

Birmingham

106 Alcester Road, Moseley, Birmingham,Â **B13 8EF**

Walsall / Black Country

Ward Street, Walsall, West Midlands,Â **WS1 2AG**

3 Wellington Road, Bilston, Wolverhampton,Â **WV14 6AA**

Springvale House, Millfields Road, Bilston,Â **WV14 0QR**

Rowley Regis (Fry)

43 Rowley Village, Rowley Regis, West Midlands,Â **B65 9AS**

Redditch

Britten House, Britten Street, Redditch,Â **B97 6HD**Â Tel: 01527 591170.

Telephone

You can call us on **0300 111 7000** between 8am and 5pm, Monday to Friday. This number is also available for

emergencies between 5pm to 8am every day, including weekends and Bank Holidays.

Email

For all general enquiries please [email our Customer First team](#).

If you'd like to let us know of any ideas, thoughts or feedback about our offer or services you can [email your comment directly to Chris Handy, Chief Executive of the Accord Group](#). Please note that we are unable to respond to any complaints sent to this address.

For information on how to raise a complaint, please [download our Complaints leaflet](#), or [email Customer Care](#).

Fax and text phone

You can send a fax to us on 0300 111 7001. You can also contact us via a text phone by dialling 18001 and then 0300 111 7000 to be connected. There are no additional charges. However, the duration of the call may be longer.

Call charges

Mobile phones: calls to 0300 111 7000 are charged at standard landline rates. Calls are free if callers have 'free inclusive minutes' as part of their package. Landlines: calls are charged at the standard local rate for those calling from 0121 locations and the standard national rates from elsewhere, e.g. 01922. Free local/national calls included in rental packages also apply when calling on the customer first number 0300 111 7000.
