

# Contact information check: step-by-step guide

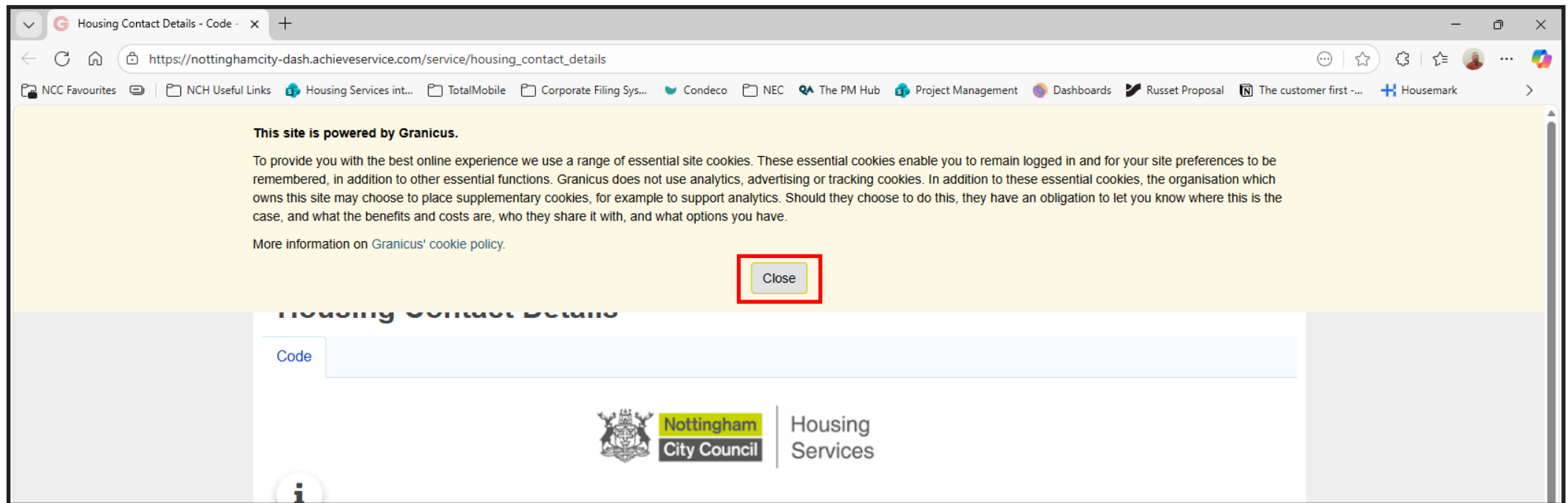


**Nottingham**  
**City Council**

Housing  
Services

**We're making big improvements to our repairs service. To make sure you get all the benefits, we need your correct contact details.**

**This visual guide explains what you need to do if you get a message by text, email, or letter from us asking you to check your details.**



**Click 'Close'.**

## Housing Contact Details

Code



Nottingham  
City Council

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Services



Please enter your unique code below to advance.

Unique code \*

Confirm Code

**Enter the unique code we sent you and then click 'Confirm Code'.**

Confirm Code

**i**

We were unable to verify the code you have entered, please try again!

**If the code is incorrect, you will get an error message.**

Confirm Code

**i**

Thank you for verifying your code. Please click on "Next" to continue.

✕ Cancel

Next >

Reference: FS773939370

**If the code is correct, click 'Next'.**



Nottingham  
City Council

Housing  
Services



Please enter your address below to advance.

Postcode \*

< Previous

✕ Cancel

Next >

**Enter your postcode and then click 'Next'.**

Postcode \* NG5 9D ✓

Choose Address \* Select... Select...

◀ Previous × Cancel Next ▶

A red rectangular box highlights the 'Postcode' and 'Choose Address' sections. The 'Postcode' field contains 'NG5 9D' with a green checkmark to its right. The 'Choose Address' dropdown menu is open, showing two 'Select...' options. Navigation buttons 'Previous', 'Cancel', and 'Next' are visible at the bottom.

**If your postcode is incorrect, or not in the right format, the dropdown will not display any addresses.**

Choose Address \* Select... Select...

1 Kirklington Grove, Nottingham  
3 Kirklington Grove, Nottingham  
5 Kirklington Grove, Nottingham  
7 Kirklington Grove, Nottingham  
9 Kirklington Grove, Nottingham  
11 Kirklington Grove, Nottingham

◀ Previous × Cancel

The 'Choose Address' dropdown menu is open, displaying a list of six addresses, all starting with 'Kirklington Grove, Nottingham'. Navigation buttons 'Previous' and 'Cancel' are visible to the left of the dropdown.

**If your postcode is correct, select your address from the dropdown list.**



## Housing Contact Details

Code

Your Address

Your Details ⓘ



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Please confirm your details below. Fields marked with a red asterisk are mandatory.

When you are finished, please click the 'Submit' button at the bottom of the page to update your contact details.

If your details can't be found, please ensure that you have entered the correct postcode and name and try again.

Please ensure that there are no extra spaces before or after your forename and surname.

Your last name \*

← Previous

✕ Cancel

**You will then be asked to enter your last name to validate the form.**

**You'll get an error message if you don't do this correctly.**

### Validate yourself

For reference, here are the details we currently hold:

- Email: DAN\*\*\*\*\*@GMAIL.COM
- Main telephone number: \*\*\*\*\*856
- Work phone:
- Mobile phone:



**This will be the information that we currently hold.**

If your details have not loaded, please wait a moment and ensure that you have entered the correct name. Refresh the page if this does not work.

Please enter any of the following that match the above: your email address, your main telephone number, your work phone number or mobile phone number. \*

**As a final check, you will need to validate your identity one more time.  
You'll get an error message if you don't do this correctly.**



**Click 'Yes' to submit the form.**

**If you click 'No', a further form will appear for you to re-enter your details.**

Are the details that we currently hold correct? \*   ✓

Email \*

Main telephone \*

Work phone

Mobile phone

What is your preferred method of contact? \*

☐ I understand that the information supplied by me on this form will be maintained by the local authority and will only be used by the relevant parties.

**i**

Please click the Submit button below to update your details, even if they have stayed the same.  
This is to ensure that we have your most up-to-date contact details in case we need to get in touch.

**Please don't worry if you're still unsure what to do, we're happy to help. Just get in touch on **0115 915 2222**, Monday to Friday, 8.30am to 5pm or by email at **[feedback@nottinghamcity.gov.uk](mailto:feedback@nottinghamcity.gov.uk)**.**



**[www.ncchousing.org.uk](http://www.ncchousing.org.uk)**

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**Nottingham  
City Council**

**Housing  
Services**