

Visiting our offices

Welcome to Number Five, the offices of NomadE5 part of the Isos Group. The following information is designed to help you enjoy your visit.

Access

Our full postal address is:

NomadE5 Housing
Association
Number Five
Gosforth Park Avenue
Gosforth Business Park
Newcastle upon Tyne
NE12 8EG

Our contact numbers are:

Reception:

0191 292 2000

Customer Services:

0191 268 4800

0845 017 8686

Fax:

0191 292 2600

Email:

info@nomade5.co.uk

Opening Hours

Our offices are open Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm. We close on the last Wednesday of every month at 3pm for staff training.

Part of the Isos Group

Reception

You will be greeted on your arrival by a member of our Customer Service Team who will inform your host that you are in Reception.

We will ask you to wear a visitors badge during your visit to Number Five; this is both for security and health and safety reasons.

Fire Exits are at each end of the building clearly signed. However in the event of an emergency your host will accompany you from the building.

Facilities

Wheelchairs

Number Five is a level access building and there is storage room in Reception for wheelchairs

Toilets

There are level access toilets situated on the ground floor and the first floor.

Lift

A lift is situated in our Reception area.

Communication

If English is not your first language we can arrange for an interpreter through Language is Everything. We also have a register of our own staff who can communicate in languages other than English.

We have a hearing loop installed in Reception and there are Bobby compliant pens available for people who are partially sighted.

Families & Children

Baby changing facilities are available in the Ground Floor Disabled Toilet. There are some children's toys and books located in Reception.

Refreshments

There are water cooler stations throughout the building including Reception. Your host will offer you appropriate refreshment during your visit with us however if you wish to order a sandwich or other snacks during your visit several catering vans call at Number Five throughout the day. The Customer Service Team in Reception announce their arrival.

Guide Dogs

Guide Dogs and hearing dogs are welcome throughout the building and water is available for them

Meeting and Quiet Time Rooms

We have two interview rooms off our main Reception that can be used if you wish to prepare for a meeting or an interview. If you wish to pre-book one of these rooms please contact our Customer Service Team on 0191 292 2000.

There are also four larger meeting rooms on the ground floor and a further two smaller interview rooms on the first floor.

Internet Access

We have internet access available for our visitors.

Smoking

We operate a no smoking policy throughout Number Five. However there is a smoking area to the rear of the building.

First Aid

We have several staff members who are trained in First Aid. Your host will contact a trained member of staff should you require attention during your visit.

Fire Alarm

In the event of a fire an alarm will be activated and your host will accompany you from the building.

If you are alone in a meeting room when the Fire Alarm is activated you must vacate the building. Fire Wardens will direct you to the designated assembly point situated in the left hand side of our main car park.

Car Parking and Travel

There are two dedicated bays for Blue Badge Holders directly outside the main front doors. There are no kerbs and the doors will open automatically on approach.

There are three dedicated visitor parking bays located to the left hand side of the main front doors.

We also have a free car park available for staff and visitors. At times it can be very busy so arriving early for an appointment is advisable.

If you need over night accommodation the nearest hotels are the Marriott Gosforth Park or the Falcons Nest:

www.marriott.co.uk/hotels

www.innkeeperslodge.com

How to get to our offices

Travelling by car

We are situated off the A189 just north of Gosforth – please see the map on the following page for more details. There are three dedicated spaces for visitor parking.

Travelling by public transport

The two nearest Metro stations are South Gosforth and Four Lane Ends. Buses from South Gosforth stations to Gosforth Business Park: Bus numbers X5, X6, X63, 363, 364 and 18. Buses from Four Lane Ends stations to Gosforth Business Park: Bus number 350.

Travelling by bicycle

Cycle maps covering the access to Gosforth Business Park can be accessed from: www.newcastle.gov.uk/core.nsf/a/ltp2_themecycling (click on North Tyneside Cycle maps).

If you wish to travel by bicycle we have a secure area at the rear of the building.

Further information

For further information contact
Traveline: 0871 200 2233
www.transportdirect.com

