

HELENA HEADLINES



April 2008

One Call is all it takes!



In early February we sent you a newsletter telling you about our plans to launch local access points in community venues and a new telephone based service called One Call.

Here is a little more information about One Call that you may find useful. The service goes live on **March 31st**.

One Call - all you need to know

- a single contact number for all your needs

What is One Call?

One Call replaces Repairs Direct. It is a larger customer response centre that is able to deal with all housing related enquiries, not just those about repairs.

What we aren't changing is the telephone number you are used to dialling – **01744 63 73 83**.

What hours will One Call be open?

One Call will be staffed weekdays between 9am and 6pm. During evenings and weekend, an out-of-hours service will be available by dialling the same telephone number.

You may have used the existing out-of-hours service in the past for reporting emergency repairs and anti-social behaviour. A new and improved out-of-hours service will be available from March 31st when advice can be offered on all housing related issues. It won't just be for emergency situations.

What will I hear when I telephone One Call?

You will hear a recorded message that gives you four options. We have done this in order to minimise the amount of time you need to wait. Once you've pressed the option that best relates to your enquiry, your call will be dealt with by a member of our friendly, well trained and professional One Call Team.

Here are the options you will be given:

- ▶ **Press 1** for repairs and maintenance
- ▶ **Press 2** to make an application for housing
- ▶ **Press 3** to make a telephone payment
- ▶ **Press 4** for all other enquiries

How long will I have to wait for my call to be answered?

We have a target to answer your call within 5 rings. If this isn't possible because the phone lines are busy, you will hear a message asking you to hold until the next member of the team is available.

If after a further 30 seconds you're still waiting you will be given the option to leave your name and telephone number and we will return your call within 1 working day.

Is there a best time to call?

Yes, we're busiest from 9:00am-10:30am and 2:30pm - 3:45pm. If you can call outside these times, you'll wait less and be helping to deliver a better service to all.

Will services improve?

One Call has been developed because in recent surveys 75% of customers have told us that it's very easy and convenient for them to contact us by phone. Repairs Direct and Under One Roof are two good examples of how we have been able to improve access, handle a query in a single call and achieve high levels of customer satisfaction. One Call seeks to build on this work and improve customer access to other service areas.



Gas Servicing

Important changes to our Gas Servicing contract

Keep yourself and your family safe by reading this!

From 1st April 2008 Building Services will take over the entire gas servicing contract from Integral. Integral will still have a handful of jobs to complete in the first few weeks of April that are carried over from March.

How will the change of contractor affect customers?

This change of contractor will benefit customers in the following ways:

- You will receive the same high quality, reliable and friendly service that you are used to from Building Services.
- The whole gas team will be located in one central location which will streamline processes.
- This in turn should help to improve customer service.
- We can reduce the number of times that people refuse to let us into their homes to carry out this work.
- Finally it will cost us a little less to operate the contract because we are using an in-house team. The cash savings we make will be invested straight back into the business and spent on making our services better.

How will I know when my gas servicing is due?

We will send you a letter four weeks before your annual gas servicing check with details of an appointment slot. We will send you a reminder a week or so before this appointment so you don't forget the day and time we are going to call. If you need to change the day or time of the appointment we have made, call us on 01744 671 409 and we will arrange a different appointment date.

What will happen on the day?

On the day of the safety check, a gas servicing engineer will call at your home at the time we have arranged with you. They will be wearing an ID badge. Please check this before letting a stranger into your home.

The safety check will take up to an hour, depending on the number of gas appliances you have. No mess

should be caused. If your home passes the safety check then we'll simply get in touch to arrange another appointment in twelve months time.

We will give you a copy of the gas safety certificate that has been completed before we leave.



What will happen if my gas appliance fails the annual service inspection?

We will carry out any work that we think is necessary and put your health and safety first at all times.

If there is a problem with your heating and we cannot fix it that day, we will give you temporary heaters until the fault is fixed. Our target for fixing your heating system is a maximum of 2 working days.

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What is gas servicing and why is it important?

As your landlord, we are required by law to carry out a servicing and a gas safety check once a year on all properties including those without gas supplies.

There aren't always visible signs of problems with gas appliances or supplies which is why these annual checks are vital for your safety. By letting us into your home, you can protect yourself, your family and neighbours from the danger of fumes escaping from unserviced appliances.

This is a real risk and could cause serious illness and in some cases death.



What happens if I don't want the gas servicing check to be carried out?

It is a condition of your tenancy agreement that you let us into your home to carry out this vital safety check once a year. At the moment only 68% of tenants let us into their homes the first time we call. This causes lost time and money. It could also lead to serious health risks if a problem with a gas appliance isn't detected.

We have a procedure in place to deal with the small number of customers who refuse to let us into their homes, don't keep the appointments we set up with them or allow us into their homes but won't let us carry out the required work.

In the past we have taken people to court for refusing to let us into their homes to carry out this procedure. We can be granted entry into your home by the courts, or you may have to appear in court yourself, pay costs of up to £400 and in extreme cases, could lose your home.

Essential safety advice

If you smell gas or fumes you should:

- * **TURN OFF the gas at the meter**
- * **EXTINGUISH all naked flames**
- * **NOT USE electrical switches**
- * **OPEN any windows**
- * **CALL National Grid on freephone 0800 111 999**

You should contact Helena Housing immediately on 01744 671 409 if:

- * **YOU NOTICE**
soot marks on or around the appliance
- * **THE FLAME**
in the appliance is yellow/orange and not blue
- * **ANYBODY** in your household suffers from drowsiness, headache, nausea or pains in the chest when using a gas appliance.

To get in touch with the gas team, or to rearrange an appointment we have made with you, call 01744 671 409 or email gas@helenahousing.co.uk

Contact us

Here are the ways you will soon be able to access our services:

You can phone **One Call on 01744 637383** or call into one of our neighbourhood offices:

- Thatto Heath, 70-72 Thatto Heath Road
- Moss Bank, 70 Bowness Avenue
- Derbyshire Hill, 193 Newton Road

or visit our Head Office at Alexandra Park, Prescott Road, St Helens, Merseyside, WA10 3TT

Translations are available on request and if you would like a copy of this document in large print, braille or audio tape, please call **01744 63 73 83** for more information.

請致電 **01744 63 73 83** 我們隨時為您提供翻譯服務

অনুবোধ কবলে অনুবাদ পাঞ্জয়গা যাবে - কল কর **01744 63 73 83**

अनुोध कऱल ? पर अनुवाद उपलदध है - कऱल कर? **01744 63 73 83**

ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ - ਕਾ ਲੋ ਕੋ? **01744 63 73 83**

Maaaring humingi ng pagsalin nito - tumawag sa **01744 63 73 83**

طلب کرنے پر ترجمہ دستیاب ہے - فون کریں **01744 63 73 83**

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