



Delivering Services

Delivering excellent customer service to all tenants

Services Centre
Text Messaging Service
Income Recovery Team

choice 

choice-housing.org

Our Services Centre is here for you

Choice are committed to delivering excellent customer service to our tenants. The Services Centre provides a frontline contact point for tenants to report their repairs. It is a one stop shop, with all customer advisors trained to the highest standards to provide an efficient and helpful service to our tenants.

For all your housing repairs and enquiries
Services Centre

0300 111 2211



Emmeline Johnston (Services Centre Team Leader) explaining the live call statistics to Rita Murray (Tenants' Forum representative).

Our Commitment to You

Contacting Choice to report a repair or housing management enquiry is now easier than ever by calling the Services Centre.

We have introduced a local call rate number that will put you straight through to our Services Centre advisors.

The Services Centre advisors are multi skilled and can resolve many of your enquiries immediately. If your enquiry is of a more complex nature we will ask your Housing or Property Services Officer to contact you directly.

Customer care is highly important to us and we will do everything possible to ensure that you are fully satisfied with our service.

All calls are tracked and recorded from the first second you call the Centre and monitored until fully resolved by the advisor, Housing or Property Services Officer.

Choice has set high standards in improving and developing our service to tenants and this call tracking facility will help us to provide tenants with a more responsive service.

Repair Requests

We deal with all your property repair needs, from logging the repair through to following up with our contractors to ensure that the work is done in a timely fashion. All repairs are categorised as emergency, urgent or routine; each with an attached time frame for your repair to be completed in.

Repairs Inspections

To ensure that your repair is completed to the highest standard, we may have a skilled Property Services Officer contact you to inspect or assess your repair request.

Make a Complaint

Choice aims to offer the highest standard of Customer Service, however sometimes things can go wrong. You can contact the Services Centre for an informal discussion about the issue you are unhappy about. We will try to sort out your problem quickly and to your satisfaction. If you are not happy with the steps already taken, or you would rather refer the problem to someone else, please ask to be put through to our Customer Services Officer who will register your complaint.

The Officer will send you a letter of acknowledgement and pass your complaint to the Chief Executive. The Chief Executive or one of our Directors will investigate the problem and get back to you with a response within 14 working days.

Housing Applications

We can provide you with an information pack on the housing application procedure, and provide further information on properties that we currently have available.

Housing Transfers

If you are interested in moving to another property, we can provide you with the application pack and will then process your application for you.

Housing Benefit Information

From how to apply, to where to apply, we can provide you with Housing Benefit forms and detailed assistance from your Housing Officer.

Arrears Enquiries

Our team of advisors are here to assist you if you are ever in arrears. We recognise that every situation is unique and will help you to resolve any payment issues.

Paying Your Rent by Card

To make the payment of rent as convenient as possible, we offer you the option of paying by debit card, credit card or our swipe card scheme.

Anti-social Behaviour

We want you to be safe, happy and secure in your home and will assist you to resolve any problems in your neighbourhood.

Adaptations to Your Home

If you have a disability we can adapt your home upon receiving an Occupational Therapist recommendation. We will process your adaptation quickly to meet your need.



Your
Feedback
84.83%

**The Services Centre were able to resolve 84.83%
of the calls received at first point of contact (2014/2015)**

Customer Service Performance

In relation to our customer care it is important that your voice is heard, as the feedback we receive is vital for Choice to identify and correct any problems with our service delivery and to ensure that we meet the needs of all our tenants.

Voluntas – Rated by Resident – Responsive Repairs

Choice will be working with Voluntas, an independent survey company, who conduct a number of ongoing telephone surveys on behalf of Choice. Services such as maintenance, repairs and customer services will all be assessed within the survey called 'Rated by Residents'. Choice will be gaining feedback on its services through Voluntas 'Rated by Residents' and through works order feedback.



Works Order Feedback – Tenant Satisfaction

Alongside the survey conducted by Voluntas 'Rated by Residents', Choice conduct our own satisfaction surveys on a continual basis to provide additional tenant feedback.

When reporting a repair to Choice, our tenants will receive a repair notification letter. In this letter we ask tenants to provide their feedback on the repair and on the contractor's performance. We encourage all of our tenants to fill out the simple repair and adaptation feedback form to assist Choice in maintaining a high standard of service.

It is important that we receive your feedback to ensure that we meet the needs of all our tenants.

Your Feedback

91.45%



Through feedback received, Services Centre advisors received 91.45% in call quality (2014/2015)

Tenants' Forum visit the Services Centre

Rita Murray, a representative from the Tenants' Forum, was able to visit the Services Centre and experience first hand the service that the advisors deliver.

Here is what Rita has to say about her visit:

“Recently I had occasion to visit the Services Centre, literally a beehive of activity! On observation it was easy to see how repairs and complaints are handled so efficiently by the very competent and pleasant staff at the end of the telephone when tenants call. Regarding the percentage of calls received daily, the Services Centre is the hub of the Association.”



Your
Feedback

97.09%

Between April 2013 and 2014 the Services Centre received 97.09% satisfaction rate from tenants (2014/2015)

Fold Telecare

Choice is pleased to be working in partnership with Fold Telecare for out-of –hours telecare service. Fold’s highly trained team of advisors will ensure that our tenants will continue to receive a consistently high level of service 24 hours a day, seven days a week.



Sheltered and supported tenants can use a simple pull cord in the living room, bedroom and bathroom as a quick and easy way to call for help and assistance.

If the scheme coordinator is not on the premises at the time, or the call is out of normal working hours, tenants will be immediately transferred to the Fold Telecare call advisor team.

Emergency Repair Helpline

Choice also operates an emergency repair helpline through Fold Telecare for tenants who have an emergency repair outside normal office hours.

To access this service, you can telephone the Helpline on 0300 111 2211.

Emmeline Johnston outlining the call performance of the Services Centre to Rita Murray.



Your
Feedback
73,533



**The Services Centre answered 73,533 calls
between April 2013 and March 2014 (2014/2015)**

New text messaging service.



Text Messaging Service

Here at Choice, we are aware that it is not always possible for tenants to answer phone calls from our staff during office hours. We therefore provide a text messaging service to give you updates on your rent account, repair status, remind you of appointments we have made with you, and update you on all our other services.

We are also pleased to announce the new two-way communication function of the text messaging service which will be rolled out in the near future. This function will allow tenants to:

- Request an up-to-date balance on their rent account.
- Request a call back from a member of staff.
- Report an ASB incident.
- Log a complaint, compliment or suggestion.
- Apply to join the Tenants' Forum.

Choice will not pass your details on to any third party and text messages will only be sent during the business hours of 9.00am and 5.00pm, Monday to Friday. Text messages will not contain information that is classed as personal or which can identify an individual.

The text messaging service will provide a more flexible and efficient method of communication between Choice and our tenants. If you have recently changed your telephone number, please remember to provide us with your current contact details so that you can avail of this service. However, if you would prefer not to be contacted in this way, you can opt out of the text messaging service.

We look forward to hearing your feedback about the text messaging service, you can contact us online at www.choice-housing.org.

Paying your rent with our Income Recovery Team

Under the terms of your Tenancy Agreement you have an obligation to pay your rent, rates and, if applicable, service charges every week. Therefore, you must remember to:

- Make every effort to pay your rent on time.
- Respond to letters or visits from our staff.
- Make sure you have provided the Northern Ireland Housing Executive with all the information they need to process your Housing Benefit application.

The Income Recovery Team is responsible for monitoring rent accounts on a weekly basis and provide a dedicated service for tenants in rent arrears.

If you have difficulty in paying your rent or find yourself in arrears, you should contact the Income Recovery Team immediately. The sooner you get in touch with us, the easier it is to sort things out.



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together



The Income Recovery Team.



choice-housing.org

Choice Housing Ireland Limited

Leslie Morrell House

37-41 May Street

Belfast, BT1 4DN

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Services Centre

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