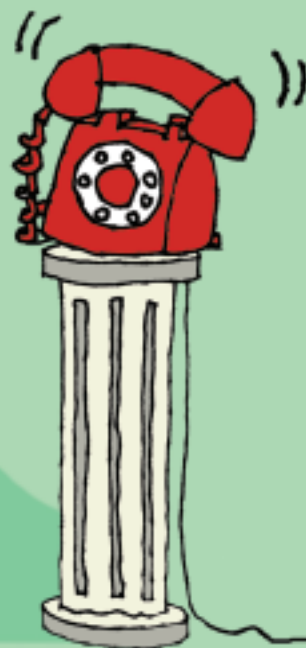


HELENA HEADLINES



February 2008

Special Edition:
ONE CALL
& local access points



Area 2

Thatto Heath & Eccleston

We want our customers to be able to contact us easily and in a way that best suits them. When Helena Housing was set up in 2002 we set out to provide services that were consistent, accessible, responsive, efficient and local, for all.

Customer behaviour has changed a lot over the past few years with many people now using the telephone or internet to contact us rather than visit our offices.

Our telephone response service Repairs Direct was launched in April 04. Under One Roof launched in February 06. New rent collection methods at Post Offices, Paypoints, by direct debit, telephone and online have been in operation for a few years.

These changes have made our services more accessible, improved customer satisfaction and protected jobs.

Over the past 12 months, we have been monitoring visitors to our neighbourhood offices. We have found that on average we receive 30 visitors a day or a visitor every 22 minutes. This is because only 1% of our customers visit one of our neighbourhood offices each week.

Clearly the neighbourhood offices aren't as accessible to the majority of customers which is why we now intend to introduce more local access points in and around our neighbourhoods.

The new services we are about to launch will give customers more options on how and when to contact us. These changes are explained in the rest of this newsletter.

Introducing One Call

- a single contact number for all your needs

Tenants have told us that using the telephone is by far the most convenient way of contacting us. Because of this we are launching a new, improved and larger customer response centre on March 31st. This will be known as **One Call**. Once One Call is launched, you should call 01744 637383 every time you want to get in touch with Helena.

The main difference between One Call and Repairs Direct is that One Call can respond to enquiries about all housing issues.

To avoid confusion we're keeping the Repairs Direct number that many of you have become familiar with, 01744 63 73 83, but now instead of having different numbers for the different services we operate, you will just have to remember this one.

One Call will be open from March 31st.

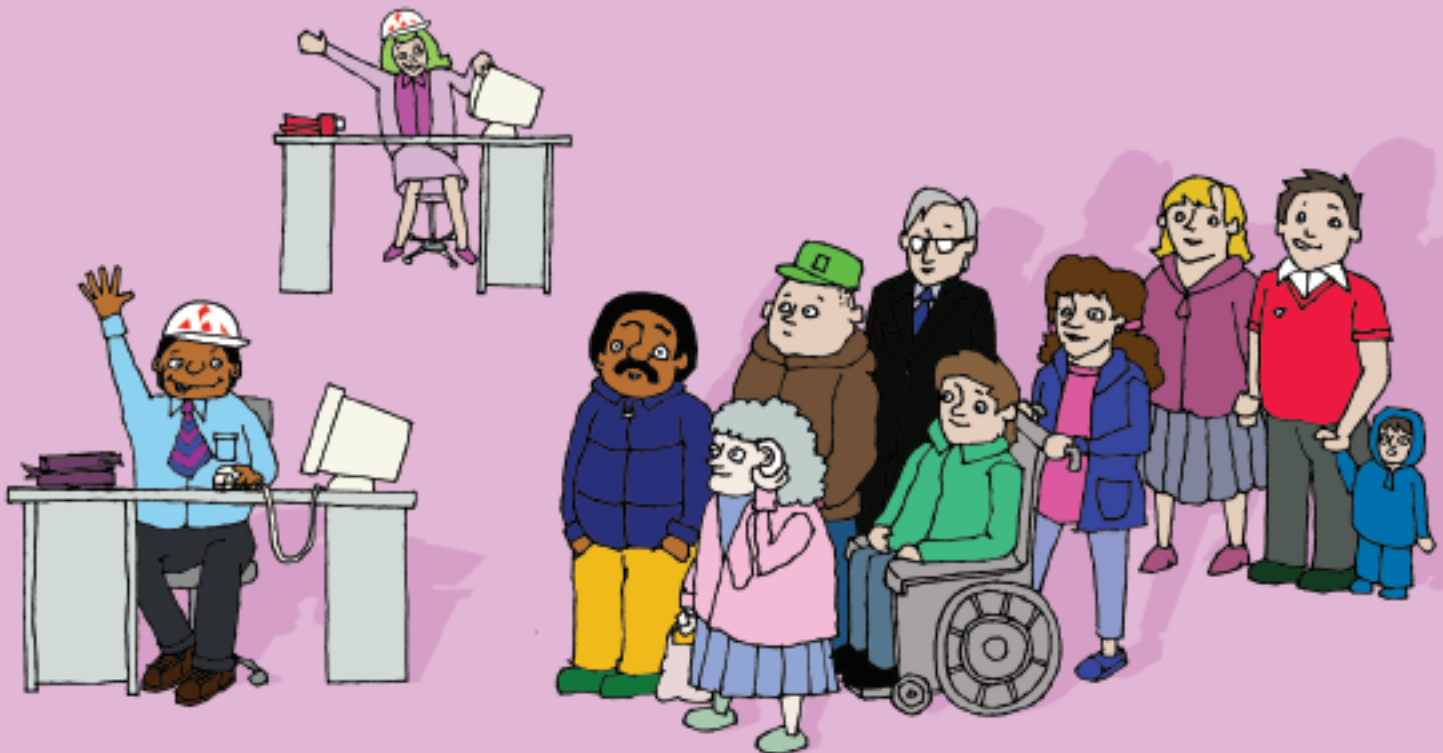
Here are the opening times:

Monday to Friday, 9am to 6pm

Outside these hours and over the weekend you are now able to call with enquiries about any aspect of our service, as well as report emergency repairs and anti-social behaviour.

From March 31st, you will be able to call us outside standard office hours and at the weekend with all general housing queries, not just to report repairs. A company called Orbis provide this out of hours service on our behalf. They do this nationally for many clients and have been handling our emergency repairs calls for the past three years.

In the case of One Call, one telephone number will not mean one queue. When you call we'll allow you to select the service you want by pressing 1, 2 or 3. This will reduce waiting times and ensure you are put through to somebody skilled enough to deal with your call.



Local access points and home appointments

We've offered home appointments for several months which have proved very popular. This is ideal if you need to discuss something private or confidential. If you would like to make an appointment in your own home with your neighbourhood officer, just get in touch with One Call and we will arrange this for you. From the end of March a range of new local access points will be available across our neighbourhoods. These will provide customers with improved local access to our staff. Local access points are based in convenient community venues. Details of these are below.

Area 2 – Thatto Heath & Eccleston

Our neighbourhood office on Thatto Heath Road will remain open to the public although we might carry out some refurbishment work to it at some point. In addition to the daily neighbourhood office service, we have set up some local access points listed below.

Neighbourhood Office	Address	Day / Time
Thatto Heath	70-72 Thatto Heath Road, Thatto Heath	Mon, Tues, Thurs & Fri 9am-5pm Wed 9am-4pm

Local Access Point - opening March 26th

Estate	Address	Day / Time
Eccleston & Gillars Green	Trapwood Centre, Trapwood Close	Wed 9.30-10.30am

We will open access points at the Thatto Heath Children's Centre, Brisbane Street and St Matthew's Church, Thatto Heath, in the summer.

We are working with local people, Tenants' and Residents' Associations and Buddy Groups to identify new locations for access points. When we have details of new local access points opening we will get in touch with tenants on affected estates – if you've a suggestion for a local access point then please let us know.

Contact us

Here are the names of the local staff in your area:

Neighbourhood Manager

Paul Smith

Assistant Manager

Lucia Forber

Neighbourhood Officers

Sutton Heath

Paul Reddington, Liz Devine

Rainhill, Basildon Close, Nutgrove

Nicola Boardman

Old Eccleston, Gillars Green

Steve Moore

Portico

Mark Gibbons

Grange Park, Thatto Heath

Alan Worthington

Neighbourhood Assistants

Carole Brougham, Irene Simister

Estate Caretakers

Neil Webster, Richard Cain

Have your say

We've already started to get your views on this. So far we've spoken several times with Communities Together, a group of people with representatives from all of our tenants and residents associations and buddy groups. We've also held sessions with people living in the areas that will see the most changes to services, and with local councillors.

Everybody should be given the chance to have their say so now it's your turn. Once you've finished reading this newsletter, let us know if you have any comments about One Call or ideas for new local access points.



You can tell us what you think using the following methods:

Email feedback@helenahousing.co.uk

Call 01744 637383

Write to Colin Ward, Head of Customer & Information Services,
Helena Housing, Alexandra Park, Prescott Road, St Helens, WA10 3TT

Text 07766245492

Contact us

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

- Until March 30th contact **Repairs Direct on 01744 637383**
- From March 31st contact **One Call on 01744 637383**
- Face to face at **local access points**
- Face to face by talking to Neighbourhood staff, Estate Caretakers and our Building Services team when they are **in your home or out and about on your estate.**
- Online 24 hours a day, 365 days a year at **www.helenahousing.co.uk** – don't forget you can pay your rent and report repairs or anti-social behaviour online

Did you know that we can arrange to have Helena Headlines printed in a different language, Braille, and in an audio format?

*If you know someone that would benefit from this service then please call the Corporate Communications team on **01744 675708** or ask any of our staff.*

Helena Housing is a company limited by guarantee

3rd Floor; Court Building, Alexandra Park, Prescott Road, St Helens, WA10 3TT

 **business for neighbourhoods**

www.helenahousing.co.uk


**HELENA
Housing**

Charity No: 1107073