

# BORO NEWS

## ! SPECIAL EDITION !



Further to the staff and structure changes announced in the recent Spring Boro News, I would like to take the opportunity to further update all tenants and to clarify what these changes mean for you.

Emily Cambrook  
Communications & Tenant Liaison Manager

### **FRONT OF HOUSE & RECEPTION SERVICE - WHAT CAN I EXPECT?**

From mid April 2011 (week commencing 18<sup>th</sup> April) East Boro's Front of House Reception will be just that, the first point of contact for all customers, receiving all incoming calls, passing the call to the correct member of staff (or if staff are unavailable, taking messages) and serving customers at the front desk should they call into the office.

The Reception Team will not answer your queries (be it a repair job, details about your rent or an item relating to your Support Service) there and then but will instead serve more of a switchboard function and pass your call onto the relevant member of staff within the correct Department of the Trust.

**Please note that Reception will operate its usual 9am – 5pm opening times.** Outside of these times you will be able to leave a message on the answering machine. Any messages will be picked up and/or responded to the next working day.

### **WHO DO I TALK TO?**

When you now ring East Boro you will first be greeted by Ann Ward or Angie Griffin – some of you will have met Ann and Angie out and about at schemes doing satisfaction surveys or SHO warden rounds.

Ann and Angie will pass your call onto the correct Department/Section depending on the nature of your query. **For example:-**



**Ann**



**Angie**

If you have a **repair** to report or issue regarding **maintenance**, your call will be received by Ann or Angie and passed to Sally Arnold, Mary Elkins or Sarah Malone, who will take the details of your repair in the usual way. If you have a query about...continued page 2

...continued from page 1...your **tenancy**, your **rent** or a **housing management** issue, your call will be received by Ann or Angie and then passed to Louise Child (Housing Officer covering Sheltered and General Needs schemes) or Loraine Dallimore (Housing Officer covering Supported Living schemes including learning disability and young persons) who will respond to your matter in the usual way.

Please rest assured that whilst the front of house staff will be changing from that you are used to, these staff will still be available to assist you. The changes are designed to stream-line East Boro's internal procedures and enable you to contact the Trust by phone more easily, stopping the Reception trying to answer your enquiry and instead passing your call to the relevant Section with the ability to deal with your matter, freeing up the Reception for the next incoming call.

Occasionally you may still have your call answered on the main reception by Sally, Mary, Sarah or Louise as they will provide cover when Ann or Angie are absent from work. In these instances, please note they will still pass your call onto to the relevant Section within the Trust, rather than handle your enquiry then and there, to again keep Reception free for the next call.

Enclosed with this bulletin is a breakdown of each department within East Boro, detailing which issues each one deals with, for your information and future reference.

### **MAINTENANCE & REPAIRS SERVICE:**

As part of the recent structure changes the Repairs and Maintenance Section is moving under the day-to-day operation of our subsidiary company, East Boro Housing Services Limited, EBHSL, also based here at Faulkner House. Sally Arnold, Mary Elkins and Sarah Malone will work in EBHSL to carry out the day-to-day administration of this service, as will the DLO workforce. Your repair will still be dealt with in the same way and by the same staff.



**Sally**



**Mary**



**Sarah**

### **HOW DO I REPORT A REPAIR?**

The procedure for reporting repairs remains the same, you can either phone the office direct or, if you prefer, send a message via your support staff. When you phone the office Ann or Angie will answer your call in the first instance and will then pass you onto Sally Arnold, Mary Elkins, or Sarah Malone, who will take the details of your repair in the usual way.

If you have any questions or queries about this bulletin then please do not hesitate to contact me at your convenience on 01202 883503. We will issue a more comprehensive guide detailing everyone across the organisation involved in providing services to tenants in the near future.