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Customer Access Strategy



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First Choice Homes Oldham Limited

Customer Access Strategy

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1. Introduction

- 1.1 Providing customer service excellence is our aim by providing 24 hours a day, 7 days a week access to services which empower our customers to use services at a time and by a method that suits them.
- 1.2 By taking into account feedback given by our customers in surveys, or other ways, we believe we can continually improve our services and offer excellent value for money.
- 1.3 We are innovative in finding new, easy to use delivery methods.
- 1.4 Through this strategy, our aim is to inform customers of the differing ways in which they can use our services.
- 1.5 We will adapt the way in which we deliver our services to ensure that everybody is included; this includes offering alternatives for those who may find it difficult to use digital or on line services.
- 1.6 We are committed to providing services locally and bringing our services to you. Our neighbourhood teams have the technology to enable them to deal with your query where you live.
- 1.7 These principles link to our vision of “improving lives in Oldham” and our values: *We Listen, We Act, We Keep It Simple, We Own, We Learn, We Care*. This ensures that we put customers at the heart of everything that we do by delivering excellent landlord services in neighbourhoods where customers are proud to live.

2. Our Strategy and commitment to you



We Listen

- We listen to customer feedback using a range of methods, face to face, by phone, email, text message. We will then use your comments to improve our services.



We Act

- We act to provide a speedy, efficient, knowledgeable and consistent customer service experience offering options to access our services



We Own

- We take ownership and responsibility for the enquiry made and aim to resolve this quickly providing a "Right First Time" service



We Learn

- We can learn from customers by working with them to help shape our services and how they are delivered. This includes ensuring our services are accessible to all.



We Keep It Simple

- We provide simple to use online facilities to deliver information and allow customers to access services.

3. Accessing Our Services



Our Website www.fcho.co.uk

Our easy to use web-site is built with customer needs in mind and can be used to find out information about upcoming events that are happening in your area.

It is also packed with a wealth of information like how to treat condensation, ordering bins, reporting issues with trees, pest control, caretaking enquiries, etc.

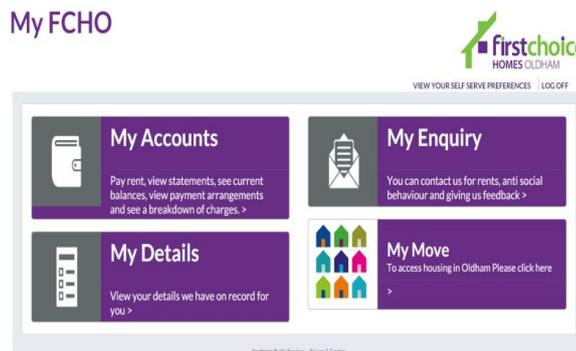
MyFCHO

This is our customer portal accessed from the home page of our website (www.fcho.co.uk) where you can view information about rents and charges, review and update your contact details, or make a service request. You can access MyFCHO 24 hours a day, 7 days a week.

Once logged in, you don't need to enter your details again. You will have access to your accounts and details in real time and can update them, as well as make enquiries which go straight into our system.

We will continue to work with customers to make improvements and bring more services to customers online. This includes reporting repairs and booking appointments for them to be carried out.

MyFCHO



My Move Oldham

FCHO manages the Housing Register on behalf of Oldham Council. We work in partnership with ten other housing providers with homes to rent in Oldham. All available properties are advertised on the My Move Oldham Web-site (mymoveoldham.co.uk).

One application form is needed which is used for all housing providers and you can visit the web-site to search for a home, bid for properties, or update your details anytime.

In Person

You can visit our offices in person if you prefer. Our address is First Place, 22 Union Street, Oldham. OL1 1BE and our Customer Zone area is open Monday, Tuesday, Wednesdays and Fridays from 9am – 5pm and from 9am – 6pm on Thursdays.

Also, if you don't have access to the internet, you can use our computers to access services where we have colleagues and volunteers waiting to help you if needed.



Where You Live

Many of our colleagues work out in the neighbourhoods where we have properties. We provide them with equipment so that they are able to answer your queries whilst out and about. We also hold drop in sessions in some neighbourhoods where customers have told us they would like this and they are well attended.



By Phone on 0161 393 7117

Our Customer Service Centre is open from 8am-8pm Monday to Friday and from 9am – 4pm on Saturdays.

If you need to report an emergency repair, or you have an emergency homeless enquiry outside these hours, you can still dial the number above anytime.

E-Mail on servicecentre@fcho.co.uk

You can send email enquiries to our service centre email address.

In Writing

You can write to us at :-

First Choice Homes Oldham, First Place, 22 Union Street, Oldham, OL1 1BE

4. Monitoring

- 4.1 It is important that FCHO evaluates the effectiveness and impact of accessing services on the business and the customer experience.
- 4.2 This strategy will be assessed bi-annually to ensure that it is fit for purpose i.e. that it remains relevant to the needs of our customers and appropriate in terms of how customers are able to access our services.
- 4.3 Regularly monitoring and reviewing how customers access our services is essential for making sure that we get our customer access policy right. By involving our customers, Customer Congress, colleagues, FCHO Leadership Team and the FCHO Board in this process will ensure accountability across all levels.
- 4.4 FCHO will report on and publish levels of method of contact customers choose to access our services ensuring the available resource provides an excellent, value for money service.



If you would like any more information on accessing services, provide feedback on our services or our policies then please access our website FCHO.co.uk, or through MyFCHO on the website.

APPROVAL AND REVIEW	
Lead Officer / Author	Paul Dixon and Joanne Griffin
Consultation	Customer Congress, Board
Approved by	Customer Congress 6 March 2017 and Leadership Team 28 March 2017
Policy Review	The policy will be reviewed annually with a full review every 3 years or in line with regulatory or legislative changes.
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Copy available from	Joanne Goodall, Governance and Corporate Support Manager

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