

# Tempo

Keeping you up to speed on our activity

Our weekly update to the DIO and Service personnel



10 February 2017

## Weekly update on the National Housing Prime and Regional Primes

### National Housing Prime

#### New housing portal launch date

Further to our communication at the end of January, on 6 March, we'll be introducing our new customer portal for Service family accommodation (SFA). The e1132 SFA application form our customers use at the moment will be incorporated into a 'moving home' section on the new housing portal.

#### What happens next?

- We need to transfer existing SFA applications and occupancy records over to the new housing portal. While we transfer these, the e1132 system will be unavailable.
- The applications system will be unavailable from 17:00 on Wednesday 1 March 2017 - 08:30 on Monday 6 March 2017. During this time, our Occupancy Services phone line will be closed.
- If anyone has an urgent query relating to an existing application for SFA, or their current SFA property, they must contact our Occupancy Services team before lines close on 1 March at 15:00. Contact the Occupancy Services team on 0800 707 6000.
- Our 24-hour repairs and maintenance Helpdesk will remain open as usual throughout.

#### Registering for the new portal

- Week commencing 20 February, all Service personnel with SFA applications already in progress will receive an email containing clear instructions about how to register for the new housing portal.
- To register, those with existing SFA applications will simply be asked to change their password. Their username will remain the same.
- In the near future, customers will also be able to use the new portal to log repair and maintenance jobs online. We'll release further information about how this will work in due course.

For further information about the housing portal, please email [occupancyservices@carillionamey.co.uk](mailto:occupancyservices@carillionamey.co.uk)

#### New contractors for South West

We're committed to ensuring our performance in all regions is continuously improving. In our South West region, we're in the process of changing our supplier from Amey to four locally-sourced small to medium sized businesses (SMEs). The new contractors will deal with providing response maintenance (except for heating), planned electrical maintenance and preparing homes for move-in.

We believe that local suppliers will be more familiar with the geography of the area and, like us, invested in looking after the communities they work in with a customer-focused approach. Dealing with scheduling of appointments and follow-on jobs on a local level should improve controls and ensure accuracy, and SMEs will take greater ownership and accountability for their performance.

We plan to have the new contractors in place by the end of February. During the transfer period, we'll be working hard to ensure our service delivery and performance in the area remains consistent.

# Regional Primes

## Regional Prime South West Conference

Collaborative working with DIO and the Armed Forces is an important part of what we do; it helps us to understand our stakeholders' needs, adapt our ways of working and improve through gaining perspective.

At the Regional Primes South West Conference on 1 February, 145 of our staff members came together with stakeholders from DIO and the Forces to underline the importance of working together, consolidate the outcomes of 2016 and share our business objectives for the year ahead.

Head of Establishment at HMS Excellent, Commander Mike Dreelan, spoke at the event and gave a real understanding of just how important excellent site management is, and how important our role is in supporting the Navy. He gave his recommendations for the upcoming year and told us how improvements to our service are being felt.

Presentations were also given by our Managing Director, Daniel Easthope, Regional Prime Operations Director, Steve Barnes, our Operational Relations Manager, Mick Harris and DIO's newly appointed South West Prime Service Manager - Dave Neat. The South West SMT then provided a full days presentations covering all aspects of our 2017 business objectives and placing them into context with our front line teams. There was also a Question Time style panel interview, where speakers were quizzed by attendees on subjects like health and safety, sustainability and finance.

To end the day, Daniel Easthope presented a Managing Director's award to Plymouth's Delivery Manager, Mike Mitchell, for his support to the whole of South West Regional Prime team. No matter what happens, Mike issues his reports by 05:30am - you could set your clock by it - and his award is thoroughly deserved.

The event acknowledged the hard work our South West Regional Prime team have put into transforming the service we provide. It looked at how we can build upon positive feedback from our customers, and really put the focus on how vital communications, collaboration and relationship building is to achieving our objectives in 2017.



To provide feedback on this edition of Tempo, please contact:

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For more information on our improvement plan please visit:

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