

Tempo

Keeping you up to speed on our activity

Weekly update for our Stakeholders

01 June 2017

Weekly update on the National Housing Prime and Regional Primes

CarillionAmey release launch date for new customer service technology

You may have seen from last week's issue that we are introducing various new communication channels for our customers. We are pleased to announce that this will be launching on **Wednesday 7 June**.

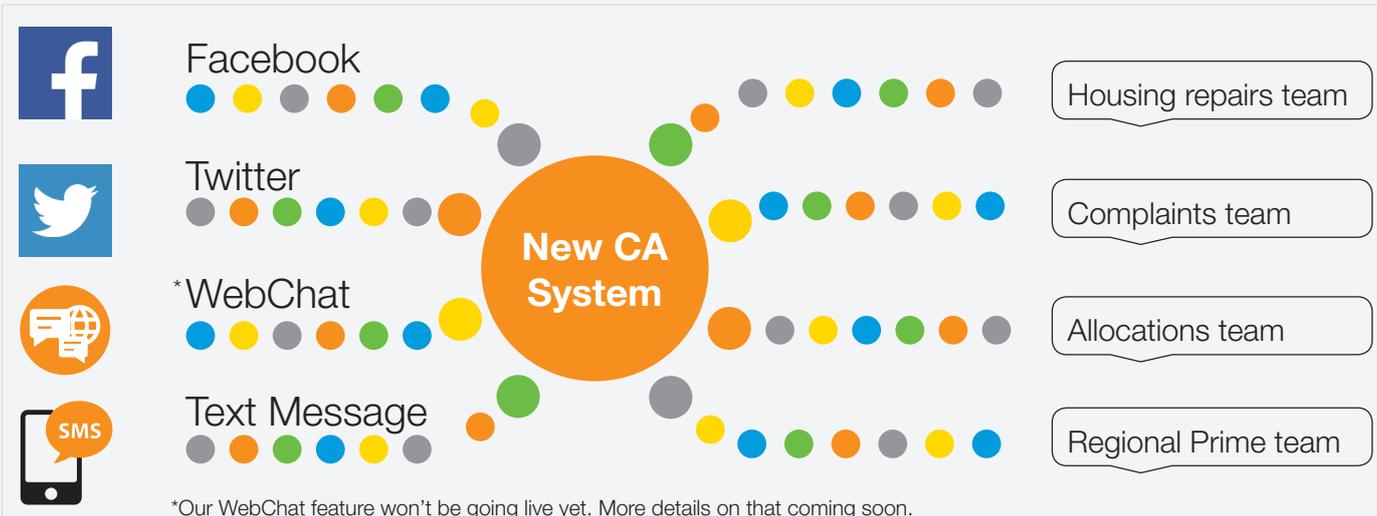
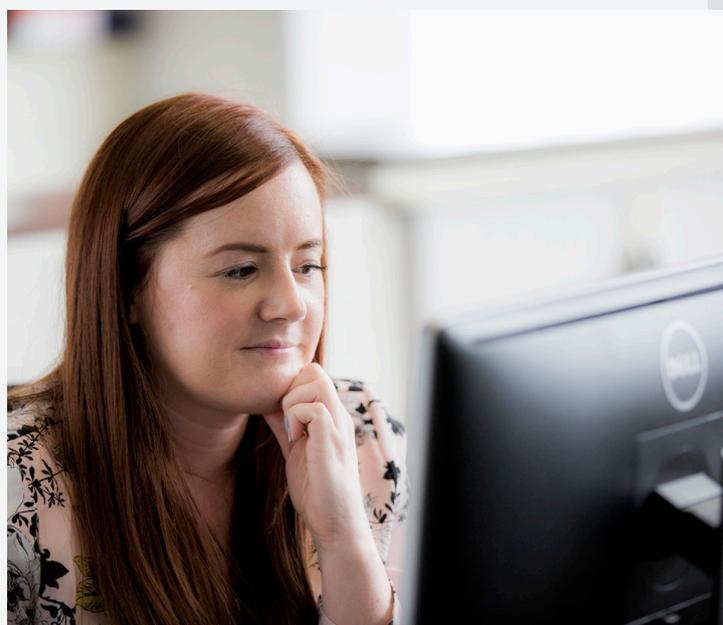
According to a survey we recently conducted, most of our customers now prefer to use digital communication channels to communicate with us. We have listened to this feedback and invested in new technology in order to adapt our systems to our customer's needs.

We will confirm exact details ahead of our launch, as we start to bring on line direct methods of communication via Facebook Messenger, Twitter Messages and Text Messaging. Channels will initially be set up for the following teams:

- Establishment Repairs (our Regional Prime helpdesk)
- Housing Repairs (our Housing helpdesk)
- Allocations (our Occupancy Services team)
- Complaints (our Frontline Complaints team)

This new technology will centralise all of these communication channels into a single platform for us to manage easily and still offer the same personal and friendly service.

We will also be able to use the system to gain more feedback and monitor trends so that we can further improve customer experience.



Housing team help with children's centre project at Wyton

Our housing team at RAF Wyton rolled up their sleeves this month and volunteered to prepare and paint an empty property on the site that was being used by the Children's centre and local midwives.

The property had stood empty for a number of years so the first job was to remove the existing rubbish, sand down the woodwork and make good the walls prior to decoration. Thanks to the generous donation of paint, dust sheets, white suits and masking tape from local suppliers, Travis Perkins, the team finished the decorating in just two days.

Miss Sigrid Hillman, C2, BA (Hons), Community Development Officer at RAF Wyton, was delighted with the result and said *"Please accept my sincere gratitude for all the good work your team have done. I am sure the children's centre and midwives will be as totally thrilled as I am with the changes"*.

The facility will be used by both Service and civilian families and will provide a range of support services for parents and children under the age of four.



Left to right – Karl Jackson - P&R Supervisor, Sean Carter – Operations Manager, Andy Lobel – Managing Director P&R, Danielle Price, Jamie-Lee Latham, Jayne Kane, Laura Pimblett – all CarillionAmey, Paul Manning – P&R Supervisor.

Pride in our Armed Forces following Manchester attack

We're really proud of our Armed Forces, and what they do was brought into sharp focus last week as service personnel were deployed to provide support to the police following the Manchester attack.

In order to support the increased numbers of soldiers operating in London, there was an urgent request to provide additional showers, lavatories and washing facilities at Regent's Park Barracks. Our team in London worked together with our partners and third parties to quickly and effectively help get the facilities up and running.

The local team took delivery of the units, secured them and had them connected and working within a few hours of delivery.

It gives us great pride to support our Armed Forces, especially during times of need, and we were genuinely delighted to receive such a kind thank you from Regional Command HQ.

Lieutenant Colonel Stuart Grout, SO1 FM, Regional Command said, *"The response to short notice requests for infrastructure support during Operation Temperer was an excellent demonstration of collaborative working between many organisations. The quick and unconstrained offer by CarillionAmey to do whatever was needed provided a much appreciated pressure relief valve for those desperately organising logistical support for the many mobilised services across London – we are truly grateful."*

To provide feedback on this edition of Tempo, please contact:
Communications@carillionamey.co.uk

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