

Taking the call that matters / making the call that counts

About Astraline

Astraline was launched by “Johnnie” Johnson Housing to provide customer-led, flexible safety services. We were delighted to achieve audited compliance with the TSA Code of Practice in August 2002 and continue to achieve this high standard year upon year.

Other services from Astraline

- Telehealth Services
- Telecare Services
- Repairs Reporting Service
- Lone Worker Safety Services

Contact

For more information on any services from Astraline, please contact us on:

Tel: 0845 057 7091

Fax: 01625 870115

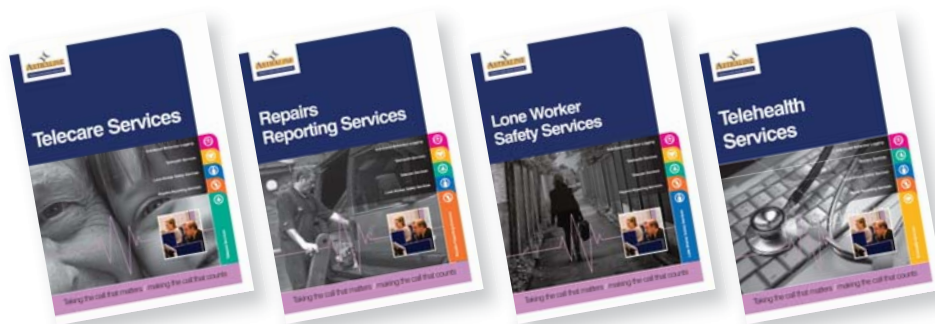
Email: astraline@jjhousing.co.uk

Website: www.jjhousing.co.uk/astraline

This publication is available in large print, audio, braille and alternative languages formats. Please contact the marketing team on 0845 604 1095

Other brochures in the series

(Please visit www.jjhousing.co.uk/astraline to download pdf versions):



Information Helpline:

0845 057 7091

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A part of "Johnnie" Johnson Housing Trust

Anti-Social Behaviour Logging Service

Telecare Services

Repairs Reporting Services

Lone Worker Safety Services

Telehealth Services



Anti-Social Behaviour Logging



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Anti-Social Behaviour Logging Service

Astraline can alleviate the problems of your Anti Social Behaviour needs from its state of the art 24 hour Alarm Receiving Centre based in Poynton.

The Astraline Contact Centre is staffed at all times and undertakes an independent audit each year to ensure that high quality service standards are met across all areas of the operation.

Imagine what it must feel like to be a distressed resident who has suffered abuse, or is coping with noisy neighbours, or has witnessed some form of upsetting Anti-Social Behaviour. They ring your offices only to be told they must ring back when the office is open. They will feel even more frustrated and irate!

As part of the Key Lines of Enquiry, the Audit Commission requires Housing Associations to provide greater access to services for customers outside normal working hours. Astraline can ensure that when the auditor comes to call, you can prove you are providing a service for logging and following up reports of Anti-Social Behaviour and supporting your customers 24 hours a day.



“To be the people who always deliver the most res

Your Residents are of the utmost importance to your Housing Association and this very cost effective service can provide the following benefits to you and your customers:

- The caller is greeted by a professional call handler and is put at their ease
- Importantly, an apology is made to the caller on your behalf that they are experiencing such difficulties
- Information is logged for your Housing Professionals at the time the incident happens providing greater accuracy while it is fresh in the caller's mind. Details are sent through ready for when they next start work
- The person making the call appreciates that your organisation has the added value facility to report this kind of incident at any time of the day or night. This leaves the customer less frustrated and angry
- Housing Associations become more aware of repeat offences
- Incident reports and voice recordings can be used as evidence in the more severe cases
- All calls are voice recorded and can be verified for accuracy
- This helps to satisfy the customer accessibility KLOE
- This can show private householders in the local community your commitment to promoting social responsibility and supporting both internal and external customers



This is just one of the enhanced customer focussed services Astraline is developing for our client organisations, which can be extended to give tenancy advice and basic rent enquiries outside normal working hours.

Astraline benefits from over 40 years experience of our parent company "Johnnie" Johnson Housing Trust. We have a synergy with other housing providers and understand the challenges you face.

At Astraline, we understand that each client organisation is different and we do not believe in a "one size fits all" philosophy. We also believe that our clients are more than just customers, and we work to develop valued partnerships. To this aim, we want to work with you to help develop the services you offer to your customers.

For further information about these services or to speak to someone about how Astraline could assist you, please contact us and we will be happy to help.

ponsive, customer focussed call handling service”