

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
- Lone Worker Safety Services
- Anti-Social Behaviour Logging Service

Contact

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

Tel: 0845 057 7091

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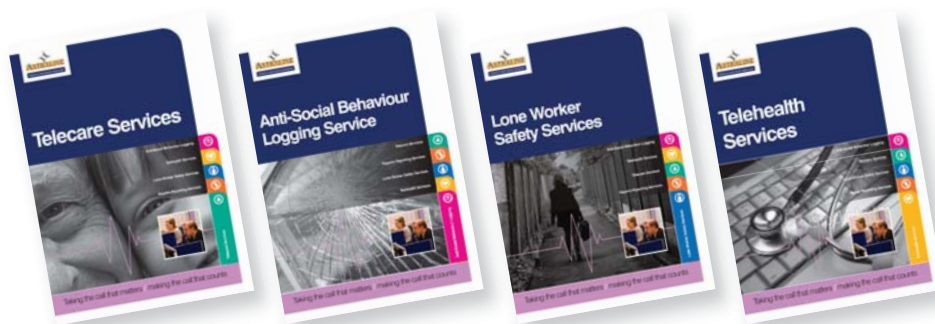
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This publication is available in large print, audio, braille and alternative languages formats. Please contact the marketing team on 0845 604 1095

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

Repairs Reporting Services



Anti-Social Behaviour Logging

Telehealth Services

Telecare Services

Lone Worker Safety Services



Repairs Reporting Services

Taking the call that matters / making the call that counts

Repairs Reporting Services

- **Does your out-of-hours Emergency Repair Service always exceed expectations?**
- **Do your residents receive a high quality emergency repairs service outside normal office hours?**
- **Do your on-call staff currently receive calls about routine repairs when they are off-duty?**
- **Would you like to reduce your out-of-hours repairs bills?**

We can help you to deliver a first class, cost effective emergency repairs service to your residents.

Astraline will work within your organisation's protocols for screening repairs. We will use your own nominated contractors, which can be backed up with our own network of contractors (used by many other Housing Associations).

Our trained operators are prepared to go the extra mile to reassure your residents and provide a solution to the emergency repair problems they may have. They will sympathetically control the conversation and obtain the necessary information to ensure the correct response. All voice communication is recorded to protect your residents.

Reports on the service that has been delivered will be transmitted to you by email ready for when your

customer services team starts work, so that you are aware of work that has been requested.

Whilst we provide this service for the majority of our clients outside normal working hours, we can work for you on a 24 hour basis should this benefit your organisation. This can lead to major cost savings for you.

All our services are backed up by a multi-layered disaster recovery and business continuity plan and our teams have the support of our managerial staff on-call. This has the benefit of reducing unnecessary calls to your maintenance staff when off duty.

We can even include daytime cover for your staff, essential for Disaster Recovery and for training and away days.



“To be the people who always deliver the most res

Case Study 1

“We are all delighted with the expertise, professionalism and customer service provided by your staff. The quality of service we provide our tenants has certainly improved since we started working with Astraline. I hope all of your customers appreciate the excellent service that Astraline provides!”

Director, Organisation A.



Case Study 2

“Astraline was appointed after going through quite a stringent process of selection where we assessed capability as well as price.

After a full audit of their operation, we were satisfied that Astraline shared the same vision and culture with regard to customer service and were therefore an ideal partner. With only a very short lead-time, the service was fully operational.

We found them to be very knowledgeable in both emergency repairs and alarm monitoring and were able to work very closely with them to ensure our customers received a seamless service.”

Repairs Manager, Organisation B.



Case Study 3

“On a day to day basis the team at Astraline are very supportive, professional and receive feedback with enthusiasm. Our relationship is now such that they are treated as internal colleagues - just an extension of our service.

We have experienced vast improvements in the quality and efficiency of our out of hours emergency service since we started working with Astraline. Tenants, repair contractors and staff find the control centre staff responsive, knowledgeable and customer orientated.

We have also experienced genuine cost savings as a result of working with Astraline.”

Head of Housing, Organisation C.



ponsive, customer focussed call handling service”