



Keeping you and your business safe

"When emailing Astraline with changes in tenant details or scheme cover, I always receive an acknowledgement that they have noted my message. I find this very reassuring! Also, tenants comments have been very positive."

Leah Clark,
Yorkshire Housing



"We are told by a customer who called Astraline you went the extra mile to help her. A massive Thank You! As these sort of responses fully justify our decision to have our out of hours calls handled by Astraline"

Gary Hood,
Weaver Vale Housing Trust

Taking the call that matters...

Making the call that Counts!

Welcome to the first Astraline Newsletter! You are now one of 80 + companies who use our call centre and following the introduction of our new central control system last June we are pleased to announce that operational performance is excellent. In December 2008 the call centre received a staggering **78,522** calls!

Future services that the new system will allow which will benefit you include:

- Ability for clients to access and amend their own Data - ensuring your records are always 100% accurate
- Use of Voice Over IP. Use of broadband can reduce call costs for alarm users.
- Email of alarm call reports

Staying safe when working alone

Are you doing enough to safeguard your staff when they are working alone?

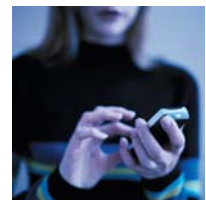
Are you compliant with changes in the Corporate Manslaughter and Homicide Act (April 2008)?

One of our fastest growing services is **Lone Worker Support**. This cost effective service can help you provide support for your staff when working alone in offices, or when visiting clients.

We can provide two systems which work on a simple SMS text system, or GPS tracking systems.

"When I'd forgotten to sign off after work one day, Astraline were quick to alert my emergency contacts in order to trace me. Their speedy response was hugely reassuring and I now know I'm not alone!"

Carole Williams, Area Manager



Stop press...Stop Press...Stop Press...Stop Press

City South, Southway and Parkway Green are due to join us in April and bring with them **16,500** new customers

Astra House
Spinners Lane,
Poynton, Cheshire.

Phone: 0845 057 7091
Fax: 01625 870115
E-mail: astraline@jjhousing.co.uk



Coming soon!

Looking for a way to extend your services to a wider community?

Have you considered developing your schemes as "Wellbeing Hubs" within the community? We can help you with this in the near future. We intend to further develop Telecare services, and also to embark upon new services with Telehealth solutions.

Are you there when your customers need you?

As part of the KLOE framework, the Audit Commission is looking to ensure access to Customer Care on a 24hr basis. Astraline can assist you in providing this giving help on housing matters, making appointments for housing staff, or taking general enquiries. We are also looking to develop enhanced reporting services such as:

- Rent enquiries
- Housing Applications
- Homelessness issues

A quality service...

Telecare Services Association

In November 2008, Astraline underwent its 3rd "FULL" Code of Practice Audit. This demonstrates continued quality of service to you our clients.

Client organisations can become members of TSA and benefit from the research they commission and the links that they develop. Details of membership can be obtained from the TSA office on 01625 520320, or visit the website at www.telecare.org.uk

Come and see us at:

- CIPD Exhibition, London Ex-cel April 2009
- Safety & Health Exhibition, Birmingham NEC May 2009
- CSHS Annual Conference, Stratford Upon Avon June 2009
- CIH Harrogate June 2009 Hall A Stand 38

At these exhibitions, we will be able to demonstrate all our services.

Let your customers have *their* say even when your office is closed!

A relatively new option that we can provide and that is becoming more and more popular, is our **Anti Social Behaviour** reporting service. Residents are able to make reports outside normal working hours and get things off their chest, knowing that they will be contacted back. Incidents are reported whilst fresh in the mind of the victim!

Did you know?

Over 200,000 residents now rely on Astraline for reporting emergency repairs?



Interested in finding out more?

We are available for an informal chat about any of our services at your convenience. Just give us a call or e-mail

Jacqui Galley: jacqui.galley@jjhousing.co.uk

Paul Finch: paul.finch@jjhousing.co.uk

Tel: 0845 057 7091

