

## Johnnie Johnson Housing is trialling new opening hours in 2023

### Your questions answered...

#### When will the trial commence?

The trial will commence on Friday, 6<sup>th</sup> January 2023 where we will close at 1pm. The trial will be in place for six-months.

#### How will you inform customers of the upcoming changes?

We will be running several engagement activities for customers and we will also inform you of the trial and upcoming changes in the following ways:

- The upcoming rent pack, which will be sent in the post, will have full details
- Our holding message on our phone lines will be updated to highlight the change
- Posters will be placed up in Johnnie Johnson Housing properties– either in hard copy or on one of our digital noticeboards
- Our website will be updated with information and frequently asked questions
- We'll communicate the changes on our social media channels

#### Will you be running any engagement sessions, so we can raise queries, questions and find out more?

Absolutely, your feedback is incredibly important to us, and we will be delivering the following engagement activities to provide you with an opportunity to learn more, feedback and raise any additional questions.

#### Share your feedback with us...

We are running some customer drop-in sessions to give you an opportunity to talk to us about this change:

#### Register for an event that suits you

<https://www.jjhousing.co.uk/about-us/corporate-news/johnnie-johnson-housing-is-trialling-new-opening-hours-in-2023>

- **Wednesday 14 December** – 1:00pm – 2:30pm  
Join Online via Microsoft Teams
- **Tuesday 17 January** – 10:30am – 12:00pm  
In person at Adastral House, Manchester, M21 0UD
- **Wednesday 18 January** – 10:30am – 12:00pm  
In person at Valetta House, Rotherham, S62 6AT
- **Thursday 19 January** – 10:30am – 12:00pm  
In person at Blenheim Court, Gateshead, NE10 9SJ

### **How will this impact the phone lines if a customer wants to speak to the Customer Experience Team?**

The phone lines will officially close at 1pm every Friday from 6th January.

All other services will be available as follows:

- Out of hour repairs will go through to Fortem as normal, should you call in; alternatively you can also log a repair on our portal, 24 hours a day, seven days a week
- Astraline will operate and respond as they do usually through your emergency pull cord or pendant
- You can pay your rent and check your rent statement on our portal, 24 hours a day, seven days a week
- You can log a request for us to call you back in relation to any additional services, such as logging anti-social behaviour, feedback, complaints, and general queries via our website form [Talk To Us - Johnnie Johnson Housing Ltd Complaint \(jjhousing.co.uk\)](https://www.jjhousing.co.uk/talk-to-us)

### **Will you be opening later in the week to replace the early finish on a Friday?**

Yes, we have changed our opening hours as follows:

Monday 8:30am – 6:00pm

Tuesday – Thursday – 8:30am – 5:00pm

Friday – 8:30am – 1:00pm

We hope this will be an added benefit for customers who may be in work, we will monitor the success and impact of this throughout the trial.

### **Will we see the Community Housing Officers in and around schemes more during the week?**

Yes, between Monday and Thursday you will see our team of Community Housing Officers more, which we think will provide greater visibility and availability to you at more flexible times. The extra hours worked between Monday and Thursday will be undertaken at a scheme and this will be managed by your Neighbourhood Leads.

### **How will this work for contractors, such as Fortem?**

No changes at all. We will ensure we work with them on our amended operating times and discuss any potential arrangements that might be required. As our contractors are working the same hours, nothing should change.

### **Who will we call out of hours?**

This won't change. If you have a repair you want to raise, or an emergency repair, you will still call 0345 305 5335 and press the relevant number to go through to Fortem. If you have an emergency in relation to your health, you will contact Astraline as you normally would through your pull cord or pendant.

### **How will this work for colleagues who cover more than one scheme?**

Their time will continue to be split between the schemes that they look after and we will make sure that we communicate any changes about on site availability

**How will absence and holidays be covered?**

There will be no change to the way that this is currently managed. The team plan cover on a weekly basis to cover holidays and they discuss any emergency cover and flexible needs during their daily morning team call.

**Who will follow up on morning calls when there is no reply?**

The safety and wellbeing of our customers is paramount to us. The process to follow up morning calls will not change. Our approach to flexible working has always been based on putting customers and business needs first, so if a customer doesn't respond to their morning call, the Community Housing Officer will follow the existing escalation process and remain available.

**Will the Astraline service we received be impacted by this change?**

No, not at all. Astraline will always provide a 24/7 service.

**What provision has been made for the handover to Astraline to cover any potential increase of out of hour calls?**

Astraline already receive calls on a Friday afternoon from customers when a Community Housing Officer is unavailable to take calls. Based on the anticipated additional call volumes, Astraline will have capacity to manage these additional calls. They will however monitor the situation closely to ensure that they continue to deliver against service levels.

**Are there processes in place for Community Housing Officers to handover information to Astraline when they are leaving schemes and vice versa for when they return and takeover from Astraline?**

Community Housing Officers will continue to follow the same process that they currently follow. Any calls received through to Astraline when colleagues are around at your scheme are passed over to them, the next time they are at your scheme.

**How will we know if the trial is successful?**

We will measure the impact to customers and the business as a whole and your feedback is important to us, so please ensure you do provide that vital feedback where you can through your Community Housing Officers. We will also undertake a series of colleague surveys, which will be sent out at the beginning, middle and end of the trial. This will give us a great indication of the trial's success.

**What happens if it doesn't work?**

Feedback from colleagues, customers and review of the measures of success identified, will be reviewed on an ongoing basis and initially reviewed after three months. As part of this process both customer and colleague feedback will be vital.

**Will there still be members of the team on call on a Friday and over the weekend?**

This will work as it does now and be covered through the Executive, our Operational Leaders Team and Customer and Neighbourhood Teams. There will be no changes to those arrangements other than our "on call" approach starts at 1pm of a Friday from 6<sup>th</sup> January.