



# Customer Access Strategy 2020-23



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First Choice Homes Oldham Limited

*Trusted provider of quality homes, excellent landlord and support services, creating thriving and independent communities*

## **Customer Access Strategy – 2020-23**

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## 1. Introduction

- 1.1 Providing customer service excellence is our aim by providing 24/7 access to services which empower our customers to use services at a time and by a method that suits them.
- 1.2 By taking into account feedback given by our customers we believe we can continually improve our services and offer excellent value for money.
- 1.3 We are innovative in finding new, easy to use delivery methods.
- 1.4 Through this strategy, our aim is to inform customers of the differing ways in which they can use our services.
- 1.5 We will adapt the way in which we deliver our services to ensure that everybody is included; this includes offering alternatives for those who may find it difficult to use digital or online services.
- 1.6 We are committed to providing services locally and bringing our services to you. Our neighbourhood teams have the technology to enable them to deal with your query where you live.
- 1.7 These principles link to our vision of “improving lives in Oldham” and our values, detailed below. This ensures that we put customers at the heart of everything that we do by delivering excellent landlord services in neighbourhoods where customers are proud to live.

## 2. Our commitment to you



### We listen

- We encourage others and challenge ourselves
- We are curious and ask questions



### We own

- We make a difference in a positive way
- We work together to get things done



### We care

- We are appreciative and respectful
- We are passionate and professional



### We act

- We deliver on our promises
- We enjoy what we do and always give our best



### We learn

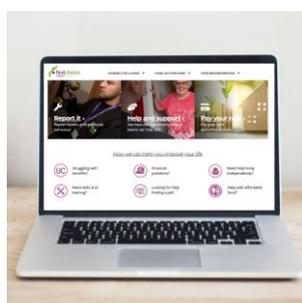
- We always learn and adapt
- We are open to change and new ideas



### We keep it simple

- We make the right decisions
- We identify and remove unnecessary barriers

## 3. Accessing our services



### Our website [www.fcho.co.uk](http://www.fcho.co.uk)

Our easy-to-use website is built with customer needs in mind and can be used to find out information about upcoming events that are happening in your area.

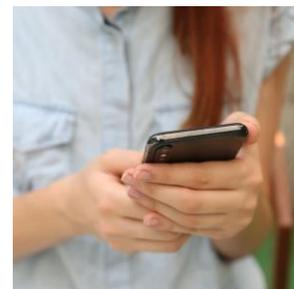
It is also packed with a wealth of information like how to treat condensation, ordering bins, reporting issues with trees, pest control, caretaking enquiries, etc.

### My Account

This is our customer portal accessed from the home page of our website ([www.fcho.co.uk](http://www.fcho.co.uk)) where you can view information about rents and charges, review and update your contact details, or make a service request. You can access My Account 24 hours a day, 7 days a week.

Once logged in, you don't need to enter your details again. You will have access to your accounts and details in real time and can update them, as well as make enquiries which go straight into our system.

We will continue to work with customers to make improvements and bring more services to customers online.



### My Move Oldham

FCHO advertise all their available properties on the My Move Oldham Website ([mymoveoldham.co.uk](http://mymoveoldham.co.uk)). Any prospective customers looking for a home can register on the site, search for a home and bid for properties. Existing customers who wish to be re-homed can also register on the website to search for alternative homes and swap opportunities.

### In Person

You can visit our offices in person if you prefer, when not in lockdown. Our address is First Place, 22 Union Street, Oldham, OL1 1BE, and our current opening hours are on our website.



Also, if you don't have access to the internet, you can use our computers to access services where we have colleagues and volunteers waiting to help you if needed.

## Where You Live

Many of our colleagues work out in the neighbourhoods where we have properties. We provide them with equipment so that they are able to answer your queries whilst out and about. We also hold drop-in sessions in some neighbourhoods where customers have told us they would like this and they are well attended.



## By phone on 0161 393 7117

Our Contact Centre is open from 8am – 8pm Monday to Friday and from 8am – 4pm on Saturdays.

If you need to report an emergency repair, or you have an emergency homeless enquiry outside these hours, you can still dial the number above anytime.

## Email [servicecentre@fcho.co.uk](mailto:servicecentre@fcho.co.uk)

You can send email enquiries to our service centre email address.

## In Writing

You can write to us at:

First Choice Homes Oldham, First Place, 22 Union Street, Oldham, OL1 1BE

## 4. Monitoring

- 4.1 It is important that FCHO evaluates the effectiveness and impact of accessing services on the business and the customer experience.
- 4.2 This strategy will be assessed bi-annually to ensure that it is fit for purpose i.e. that it remains relevant to the needs of our customers and appropriate in terms of how customers are able to access our services.
- 4.3 Regularly monitoring and reviewing how customers access our services is essential for making sure that we get our customer access policy right. By involving our customers, FCHO Leadership Team and the FCHO Board in this process we will ensure accountability across all levels.
- 4.4 FCHO will report on the methods by which customers choose to access our services, ensuring the available resource provides an excellent, value for money service.



If you would like any more information on accessing services, provide feedback on our services or our policies then please access our website [fcho.co.uk](http://fcho.co.uk), or through My Account on the website.

<b>APPROVAL AND REVIEW</b>	
<b>Lead Officer / Author</b>	Emma Davison
<b>Consultation</b>	Customers and Colleagues
<b>Approved by</b>	Exec Team 15 September 2020 and Customer Voice Panel 17 September 2020
<b>Policy Review</b>	The policy will be reviewed annually with a full review every 3 years or in line with regulatory or legislative changes.
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<b>Copy available from</b>	Juliet Craven, AD of Risk and Assurance, Governance, Corporate Support
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