

Texting with CHISEL!

We've just launched a new interactive text messaging service. It's never been quicker and easier to stay in touch or get important information.

You can now text:

BAL to get your latest balance, or
CARD to order a new payment card, or
DD to ask us to set up or amend a direct debit, or
RENTS (plus a message) to talk to your Housing Officer about your rent account,
or
REPAIR (plus a message) to report a repair

We're also developing new ways to keep in touch with you and get really useful feedback about what we're doing, how we're doing and whether we're getting the important things right.

You may have already received our text introducing the new service. Just remember to let us know if you've changed your mobile number.

Don't delay – save our number today! **07491 163425**

Save as **CHISEL Text** - and please note, it's a text only number: no voice calls.

The welcome text message you will receive

On **Monday 5 November**, all tenants for whom we have a mobile phone number will be sent the following text message:

“CHISEL are about to start using SMS/Texting as a new way of keeping in touch with our tenants. Is this the best number to contact you on? Text back A=YES; B=NOT TENANT; or text back another number. Then please save this number in your contacts as 'CHISEL Text'. Please reply within 48 hours.”

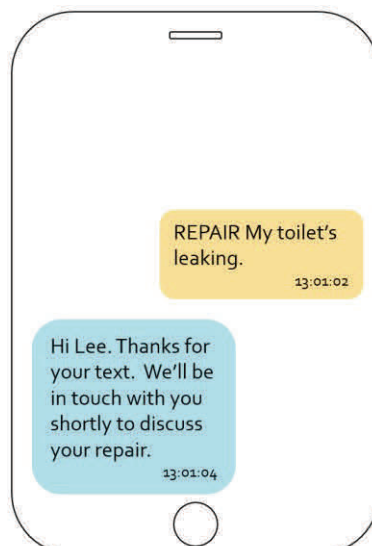
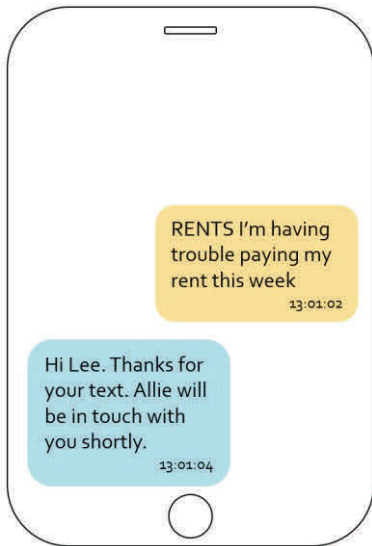
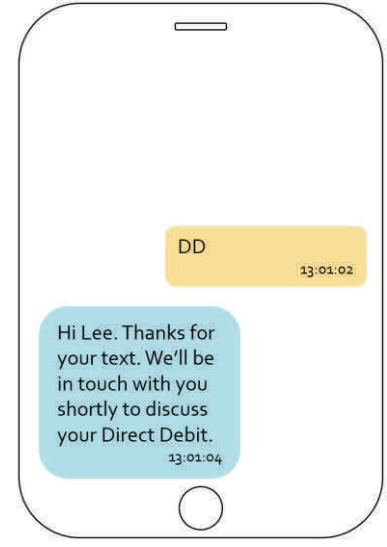
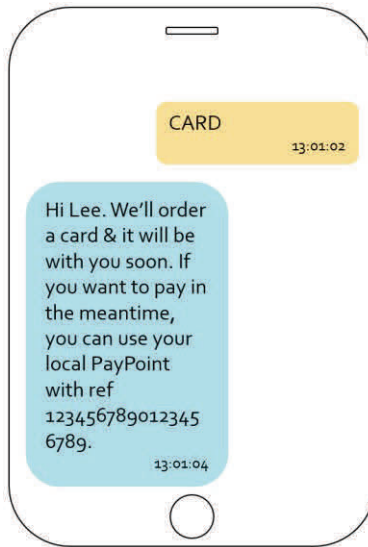
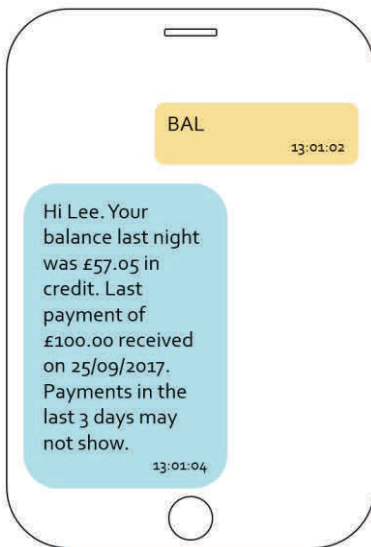
If you don't get this text we haven't got your number.

We have mobile numbers for over 80% of our tenants. Have we got yours? If not, please give us a call on 020 8692 5258 so we can update your details.

Turn over for more information on how the text service works

What does it look like?

Here are a few examples of the types of text you can send and receive.



We'll also be using the new text service to:

- ◆ keep you up to date with repairs
- ◆ tell you about changes to your rent account
- ◆ tenant surveys
- ◆ share news

Going Digital

We live in a world of self-service checkouts, next day deliveries and online services, available 24 hours a day, 7 days a week.

It's not for everyone, but we want to be able to offer tenants a choice of quality services that meet their needs which are available at a time and place to suit you. We want to be able to create efficiencies, improve transparency and make all our lives easier. As we continue our digital journey we won't leave you behind.

All our services will continue to be available over the phone, and at our office.