

enquiry is complex, please call the
Our text service is for simple and
communications.

service is useful for tenants managed
by CHISEL.

s managed by agents should
to contact their managing agent (Three Boroughs HC or Colne HA)

om you come into email boxes at CHISEL, which we check at the sta
orking day (Mon-Thur).

use the service

managed tenants can text to 07491 163425

nd us the text in bold below to request these three actions:

to get your latest balance sent to you automatically

D to ask us to send you a new payment card

o ask us to set up or amend a direct debit

messages

our text with the following words for specific subjects – leave a single
e word in capitals, then type your message.

TS (plus a message) to request a call back from your Housing Office
our rent account

NTS *please can someone call me about my housing benefit claim*

AIR (plus a message) to report a repair

PAIR *my kitchen tap is dripping constantly*

not need to reply to thank us when our system sends you a text).

elay – save our number today! **07491 163425**

s **CHISEL Text** - and please note, it's a text only number: no voice c

umber to let us know if you've changed your mobile number.

Important! emergencies or issues
relating to Health & Safety should
not be reported using the text
service. Instead, call our office
020 8692 5258, day or night.

BAL

Account balance is in arrears. Last payment of £101.99 was received on 24/09/2018. Payments made in the last 5 working days may not be considered. Reply A to make a payment or reply B if you'd like someone to call you.

CARD

Thank you for your request for a new payment card. It's been forwarded to a member of staff for attention. You should receive your card within 5 working days.

DD

Thank you for your request. Someone will contact you shortly to setup/amend your Direct Debit.

RENTS I'm having trouble paying my rent this week

Thank you for your enquiry, your message has been forwarded to the Housing Team for attention.

REPAIR my toilet's leaking

Thanks for your enquiry. If you smell gas, call 0800 111 999. If your repair is urgent, please call CHISEL on 020 8692 5258. Otherwise, your repair text will be noted by our repairs team, Mon-Thur 9-5. This is an automated text service.

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

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

Digital

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

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 them. We want to be able to create efficiencies, improve transparency and make a