

Texting with CHISEL!

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

If your enquiry is complex, please call the office. Our text service is for simple and routine communications.

This service is useful for tenants managed directly by CHISEL.

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

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

Texts from you come into email boxes at CHISEL, which we check at the start of each working day (Mon-Thur).

How to use the service

Directly managed tenants can text to 07491 163425

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

BAL to get your latest balance sent to you automatically

CARD to ask us to send you a new payment card

DD to ask us to set up or amend a direct debit

Longer messages

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

RENTS (plus a message) to request a call back from your Housing Officer about your rent account

*Eg. **RENTS** please can someone call me about my housing benefit claim*

REPAIR (plus a message) to report a repair

*Eg. **REPAIR** my kitchen tap is dripping constantly*

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

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.

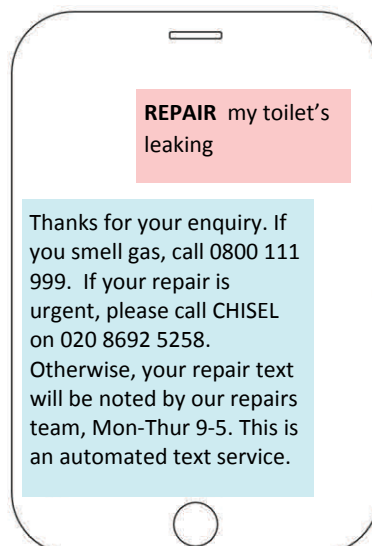
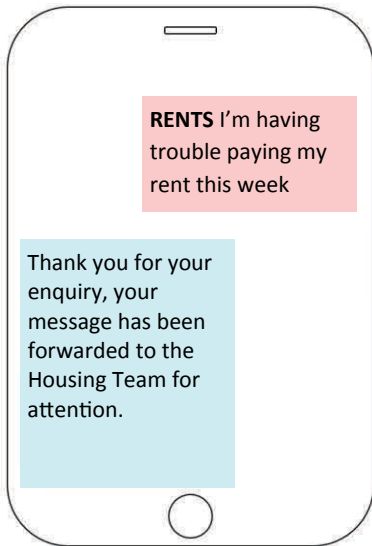
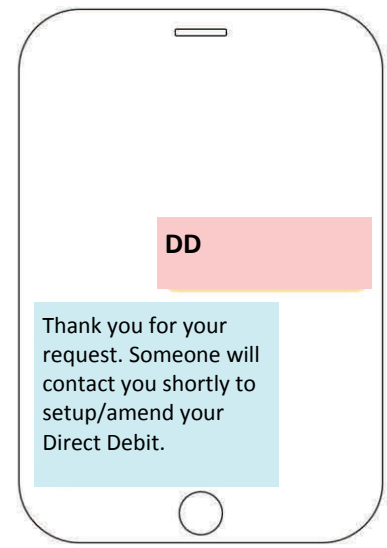
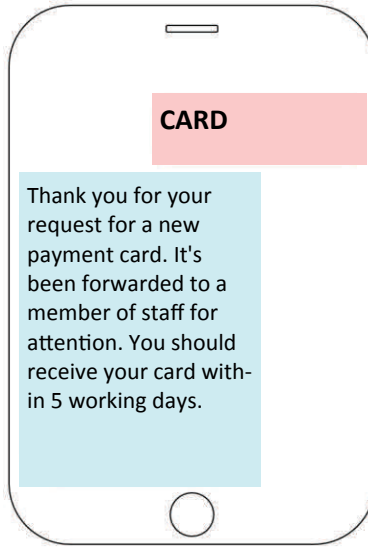
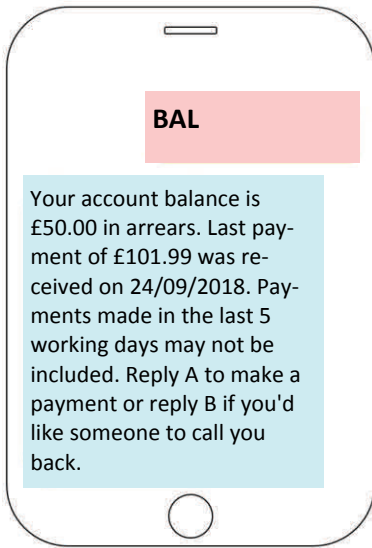
Remember to let us know if you've changed your mobile number.

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.