

## News from Enfield Homes

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## On Your Doorstep

Enfield Homes new mobile office took to the streets of Enfield for the very first time last month. The launch of this brand new service was specially timed to coincide with National Customer Services Week. The mobile service is called 'On Your Doorstep' and is especially for Enfield Homes' customers who do not live within easy reach of the main Edmonton Green office, or for whom travel is difficult.

Over forty customers visited the mobile office through booked appointments and drop-in visits at 11 different locations. Enfield Homes were delighted with the turn out and are pleased that residents find it a convenient way of making enquiries.

Mr McDonald, resident from Southgate, visited the mobile office after seeing it on his estate from his flat window. "I looked out the window and noticed the Enfield Homes signs and as I had one or two queries I thought I'd go and see what was going on."

When asked how he found the service, Mr McDonald went on to say: "I had a repairs enquiry and the staff were really welcoming and dealt with my query there and then. They explained everything to me, reported my repair and explained what would happen next. They were great!"

Monika Singh, Head of Customer Access at Enfield Homes, said: "On Your Doorstep is one more way that we can make it easier for our customers to reach us and get things done. We have found that our customers love the visibility of the service and appreciate how very local it is. They like the concept that, once a month, we go to them.

If this pilot is well used, we hope to continue and even grow the service. We would like to use the mobile service to encourage customers to use web self service for information and service requests in the future, for promoting the use of direct debit, or even showcasing adaptations to the home that are available for residents who need them. Anything really that makes things better, easier, quicker and more convenient for our customers."

The mobile office, which operates from a bright purple converted transit van, will be located at estates or nearby locations and has been equipped to enable staff to deal with a wide range of queries, which include; checking rent accounts; reporting repairs; supplying general information and much more.

Tesco Potters Bar are supporting this initiative by allowing the mobile office to be located in their car park, a convenient location for customers who can combine getting their enquiries dealt with by Enfield Homes with a spot of shopping.

Residents can make an appointment with the On Your Doorstep service in advance by calling **0800 40 80 160**.

#### **Notes for Editors:**

1. Enfield Homes is an Arms Length management organisation (ALMO), which manages and maintains Enfield's council housing.
2. The Audit Commission praised Enfield Homes for delivering a good customer-focused housing service, at a two-star level, with promising prospects for further improvements. The result means that we will be able to access £137m of new funding for investment in Enfield Council's homes over the next five years.