



## SPS Call Handling – Raising Service Levels

East Midlands Housing Association are a diverse independent not-for-profit organisation, providing homes for people unable to compete on the open market. Working closely with local authorities and specialist agencies, the Association provides homes for people with a wide range of needs. The housing stock is in excess of 6,300, and includes homes for families, single people, elderly and individuals requiring additional support.

Aware that the association did not have resources to maintain a 24 hour call centre they elected in October 2007 to outsource an Out of Hours Call Handling Service and invited SPS to submit proposals for the service provision EMH were seeking. Late in October SPS became the preferred provider of East Midlands Housing Association's Out of Hours Call Handling Service.

The Customer's objectives were clearly defined as:

- Enable East Midlands Housing Association to maintain a seamless 24-hour call centre operation
- Deliver a high quality service for tenants
- Facilitate and manage tenants requests
- Organise and co-ordinate specific contractors
- Provide advice and guidance for tenants
- Compile reports on activity
- Gather and submit details of Anti-Social Behaviour
- Excel in all areas of customer service

At the point where East Midlands Housing Association's call centre switches off, SPS Out of Hours Call Handling Service take responsibility for our Customer call answering services. Tenants are advised by the Association of an out of hours number to call. This number is always answered by SPS Operatives identifying as East Midlands Housing Association Out of Hours Response Service. The tenant will discuss their requirements or report any incidents to the Operative who will record all details as required, organise and co-ordinate the Housing Association's Specific Contractors. Where required, SPS operatives activate emergency call outs. All information is recorded and compiled into a report which will be forwarded to the customer on a daily basis. SPS take full ownership of each individual incident until completion of directive is complete.

East Midlands Housing Association is, and continues to be more than satisfied with Call Handling Services from SPS. **"I've never known so much excitement over 'out of hours'.** I logged on at home to see how things are progressing then came into work to find people buzzing about the SPS Reports. The information was excellent and really clear, with common sense decisions and of course, contractors that are not performing are easily exposed", said **Nicholas Davis, Head of Maintenance at East Midlands Housing Association.**

Nicholas went on to say: "The set up is amazing, the on screen information is excellent and the staff are friendly and well trained. SPS staff really have their fingers on the pulse, particularly with Anti-Social Behaviour. I am so pleased that SPS have raised our service levels to new heights".

To place an order or to speak to one of our advisors call SPS:

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