

# CONTACTnet

The Housing Contact  
Centre Network



## The Housing Contact Centre Network

With the Tenant Services Authority (TSA) bringing renewed focus to the customer experience, contact centres are becoming increasingly important, as the place where first impressions are made.

The TSA are exploring a standard for customer service and throughout the National Conversation, tenants have repeatedly said that quality customer service was important, and contact centres will play an integral part of this.

The Northern Housing Consortium is offering both Members and non – Members, nationwide, the opportunity to join a brand new, contact centre network.

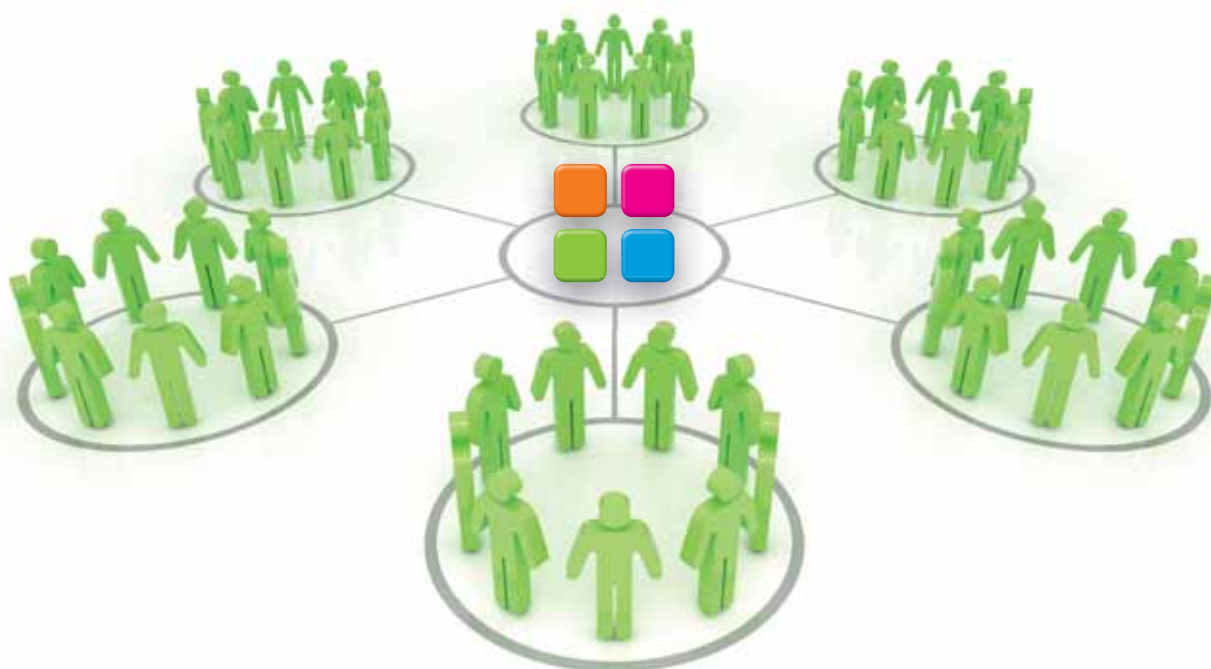
Whether your contact centre has two seats or two hundred, this network will give you access to the knowledge and practices of the best working in the sector.

### What we are looking to achieve

CONTACTnet members will get the opportunity to gain new ideas and best practice by meeting with their counterparts, learning from sector experts and carrying out meaningful network-led benchmarking. In doing this, we aim to make the contact centre/customer service sector more visible and to enhance skills, standards and the customer experience across the sector.

### How will CONTACTnet work?

CONTACTnet will be led by a steering group, drawn from CONTACTnet members, meeting once or twice a year. The steering group will set out the programme of work for CONTACTnet for the coming year.





## What will you get?

### 📍 Knowledge exchange and shared practice

CONTACTnet members will be able to network and discuss their issues or latest topics affecting contact centres and customer service delivery. This will allow members to share their knowledge and experience within their own contact centre and beyond.

In addition, members will have access to a best practice database to which they can add their own experience and practices, and access the practices of others. This will of course be contact centre specific and in an easy-access format.

### 📍 Forums

CONTACTnet members will be able to post questions to other members on any aspect of their service, at any time. A dedicated resource will ensure the widest possible distribution, and help you get the answers you need.

### 📍 Contact centre benchmarking\*

This additional service will be available to CONTACTnet members to measure what they do in both quantitative and qualitative returns. This will be a flexible tool, and if what's important changes, so will the benchmarking framework. High performers will be invited to share their experience in how they achieve excellent results to other group members.

\*This service is available at an additional charge.

### 📍 Industry professionals

A selection of industry professionals will be invited to group meetings and training events from both the public and private sector, to talk about anything CONTACTnet members feel is

important, so best practice can be shared not just within the housing sector but beyond.

### 📍 Regular updates

CONTACTnet members will be kept informed of the latest contact centre and customer service news and updates, including case studies from other organisations via an email newsletter service.

### 📍 Annual Conference

CONTACTnet will be hosting its own conference each year, with discounts for CONTACTnet members, focusing on the latest developments and issues in contact centres both in the public and private sector. Within this conference, workshop topics are likely to arise directly from CONTACTnet meetings, and there may be opportunities for members to host workshops at the event.

### 📍 Accredited training

As the group becomes established, CONTACTnet will be seeking to offer accredited NVQ training courses in customer service and telephony skills at a reduced cost to CONTACTnet members. This not only improves the experience of your customers, but gives contact centre advisers and supervisors skills they can use and build on, creating excellence in customer service and excellence and pride amongst your workforce.

### 📍 Access to independent service audits

The Northern Housing Consortium has an established Performance Improvement Team who specialise in systems thinking, peer reviews and service analyses. As a CONTACTnet member you will have access to these services at a reduced rate.

## Who should join?

>Heads of Customer Service >Contact Centre Managers >Contact Centre Supervisors

## Membership fees

**£595** + VAT for NHC members.      **£695** + VAT for non-members

Subscriptions are valid for 12 months. Benchmarking and customer contact/contact centre training will incur an extra cost; we will make the fees for these services available to members as soon as possible.

Please complete details below, clearly and in BLOCK CAPITALS and send to:

Kate Ritchie, CONTACTnet Manager, Northern Housing Consortium, Webster's Ropery, Ropery Road, Deptford Terrace, Deptford, Sunderland, SR4 6DJ.

Name:

Organisation Name:

Organisation Address:

Job Title:

Email Address:

Telephone Number:

Please find enclosed a cheque for £  made payable to NHC.

Please send invoice for the attention of: (please note, payment of the invoice is required prior to membership being invoked.)

## Contact Us

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