

Our new phone number

Questions and answers

We're making some changes to make it easier for you to get in touch with our team in a way that suits you best. As part of these changes, we've updated our phone system and will have a new phone number. Here are some common questions and answers to give you a bit more information.

Q: Why have you made the changes?

The changes are part of a bigger project to improve the ways in which you can communicate with our team.

As part of this project, we've changed our phone system. In the future, this will allow us to create new ways for you to get in touch with our team – making it easier for you to talk to us in the way that suits you best.

It also means that we can allocate extension numbers to specific members of the team, helping you get to the right person more quickly. For example, you'll now be able to call your Neighbourhood Manager by dialing **0 33 33 55 44 33** and entering their extension number when prompted.

You'll find the extension number for your Neighbourhood Housing Manager here: [Meet your Neighbourhood Manager](#).

Q: Will I get charged to call you now?

Although our new number is not a 'Freephone' number, it is classed as a local number. This means that it will be free to call as any part of any inclusive minutes within your landline or mobile contract.

If you are worried about the cost of the call, you can contact us in a different way, including by email, in writing, in person or on our website or request a call back using one of these methods.



Q: How much will it cost me to call?

For most people the call will be included in any inclusive minutes you get with your mobile or landline contract. If you do not have inclusive minutes, calls will be charged as if they were a local number – you will need to check with your specific provider for the cost of making these calls.

If you are worried about the cost of the call, you can contact us in a different way, including by email, in writing, in person or on our website or request a call back using one of these methods.

Q: What happens if I call the old number?

At the moment, our old telephone number is still working as normal. When you call it, you will hear a message reminding you that we are changing our phone number to **0 33 33 55 44 33** and will then be transferred to our customer service team.

We want to give tenants and customers plenty of time to get used to the new number and change any contact details they hold for us. But we will turn off the old number later this year.

Q: When will the old number stop working?

We want to make sure we give everyone enough time to spot our new telephone number and change the contact details they have stored for us.

We'll be monitoring the number of calls that are coming into the old number and will make a decision to turn this off when we can be sure people are using the new number.

We'll let you know when we'll be turning it off and will make sure that a message sharing our new number is left on the line for a few months, before we remove it completely.

Q: What if I need to call outside of office hours?

You can call us on the new number at any time – including when our offices are closed. Out of hours calls will be transferred to our out of hours team in the usual way.

Remember, if you need to get hold of us call **033 33 55 44 33**.

Q: How else can I get in contact with you?

If you don't want to call, you can get in touch with us in lots of other ways including by email, in writing, in person or using the enquiry form on our website. Visit our [contact us page](#) for more information.

Q: Will the new number display when you call me?

Yes! When our team calls you our new number – **0 33 33 55 44 33** – will display on your screen.

If you have caller ID and on some mobile networks, it will also say Two Rivers Housing – so you'll know it's us calling.

The only exception to this will be if one of our repairs teams calls you to let you know they are on their way. In this case, you may get a



call from a mobile number.

Remember, if you are not expecting us or are ever unsure about who is calling, you can check with our team by calling 0 33 33 55 44 33.

Q: Has anything else changed?

You might notice a few other small changes when you get in touch with us. The voice on our voicemail message has changed and, when our team calls you back, you'll hear a prerecorded message to let you know that the call will be recorded.

It may also take us a little bit longer to answer your call as our team get used to the new system. Other than that – there shouldn't be any disruption to our services or how you contact our team.

Q: When can I start using the new number?

You can start to use our new number now.

We'll be keeping the old number live for a few months so that people have time to update their records, but you can start using **033 33 55 44 33** right away.