

Information for Tenants

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Arcon has a text messaging service to make it easier for you to contact us and for us to keep you better informed.

Registering

To benefit from this service, we do need your mobile telephone number. If you change your mobile telephone number and you wish to use this service, please contact Arcon on 061 214 4120 to update your details.

Text Service

Once your mobile telephone number is registered, you can check the balance on your rent account, report repairs and order a new payment card. Details of how to do this and make other enquiries are shown below. We can also give you a handy card for your wallet or purse so you will always have our contact details to hand.

We use the text messaging service to confirm when you have reported a repair and to remind you of repair appointments, carry out short surveys and let you know about forthcoming events. We promise you that we will make sure we are not sending you lots of unwanted text messages and that we will only send messages between 8am and 7.00pm.

Once you are registered, you can text:

BAL	to check the balance on your rent or service charge account
RENTS	to receive a call back from your Housing Officer
REPAIRS	to report a repair, followed by details of the problem
CARD	to order a new payment card
DD	to let us know you want to set up or change a direct debit
HB	to check the date of your last housing benefit payment

TEXT NUMBER 07425 457 457

Costs of any text messages you send will be based on your mobile telephone contract

Text Messaging Service