

Wherry Customer Services Team

The Wherry Customer Services Team is part of the Property Services Team in Wherry. The team is the first point of contact for our residents both on the telephone and here at our Anglia House Offices.



Assistant Director of Property Services

Chris Franks

Telephone: 0800 694 0165

Mobile Telephone Number 07733 125909

Email Wherryrepairs@circle.org.uk

As the Assistant Director of Property Services which includes the Customer Services Team, Chris is responsible for ensuring the team deliver a fast and efficient customer services experience for all our residents whether they are calling into the office at reception or contact us via the telephone.



Customer Service Managers

Sue Lake & Wendy White

Telephone: 0800 694 0165

Email: wherry.info@circle.org.uk



Sue and Wendy are the Customer Services Team Managers. Their duties include performance and staff management for their team, recruitment, monitoring all call traffic and regularly meeting with maintenance contractors to ensure quality of services. They are also responsible for analysing customer feedback and for processing of rent payments within their team.



Senior Customer Services Advisors

Claire Adams & Jenny Miller

Telephone: 0800 694 0165

Email: wherry.info@circle.org.uk

Claire and Jenny are the Senior Customer Services Advisors within Wherry.

Their duties include all those of a customer services advisor with the added responsibilities of co-ordinating and booking team training and meetings, producing the rotas and deputising for the customer services managers. They are also responsible for the coaching and training of new staff members.



Receptionist

Telephone: 0800 694 0165

Email: wherry.info@circle.org.uk

Joanne Bailey

Joanne is the first point of contact for our residents who visit the offices at Anglia House. Her duties include processing rent account payments, administration of applications for House Exchange, invoice processing, data input and the co-ordination of taxis.

Customer Service Advisors

Telephone: 0800 694 0165

Email: wherry.info@circle.org.uk

Caroline Prosser, Esther Vasiliou, Jonathan Brighton and Derek Hollington

(left to right)



The customer services advisors are the first point of contact for our customers via the telephone, digiTV, website or text messaging. The team is responsible for raising day to day repair orders, the out of hours service, handling initial neighbourhood and ASB calls, arranging safety checks for mutual exchange properties, conducting feedback surveys, booking pre inspections for our surveyors and for taking rent payments from residents. They also cover the reception as and when required.



Customer Services Assistant – Apprentice

Telephone: 0800 694 0165

Email: wherry.info@circle.org.uk

Thomas Horsfall