

Changing to an 0300 number Consultation Responses December 2011

As long as we keep the same team who deals with our enquiries now it will be alright with me.

Being a pensioner extra payouts no matter how small are a drain on budget.

No to change of phone number. Nothing wrong with present system.

Why change the number, 0800 is free. OAPs struggle to make ends meet as it is.

I would rather stay on 0800 but if**** on 0300 fine; as long as we get the same quick service.

I would like it left as it is as we have a big enough phone bill as it is.

This will make no difference to most people, if you're not phoning all the time.

I feel that if you need to ring the Council there should be no charge from your landline.

Everyone accepts that there will be a charge to the mobile.

I would rather continue to use the 0800 number.

If 0300

Keep it free as it will worry older people and those on low incomes from requesting repairs.

Stop changing things and leave the 0800 number alone.

Don't use a mobile so this could be difficult in an emergency.

No! Not happy with 0300. Keep it as 0800.

I don't know why they don't stay the same. But I am OK with it.

Keep as 0800

Would rather stay with 0800.

I personally have no objection to changing to an 0300 number as long as the team at the end of the phone were to remain.

Yes 0300 would be alright. Hope I'll remember it. Will get used to it.

Seeing it will be cheaper I think it will be a good idea to ring 0300.

If it simplifies your administration it seems reasonable to have a 0300 number.

If this improves the availability of personnel to answer questions then I am for it.

Please keep 0800 number.

If a 0800 number works alright why change it?

I do not see why the number should change. Should stay free not chargeable.

I don't mind as long as we get the same good service.

I think people on low income have enough to worry about without spending more on phone calls. You could save more by cutting staff.

We would like to stay with the 0800 number.

If it works and is for the better why not?

A good idea.

It's fine by us.

I think it is an acceptable idea because Cornwall Council needs to make essential cut backs somewhere- a small charge stops non-essential calls.

I'm all for it if it's cheaper.

Don't care.

No problem changing to 0300.

Yes I'm in agreement with your change 0300 is good idea. I vote for yes to change.

My wife and I don't mind the change of numbers as long as we get the same first class service as we did with Carrick Housing.

Good thing to do.

No I would prefer 0800 number as I use a landline.

I have no comments but don't mind going to 0800 number.

Do as you wish.

We need a phone number to me, it doesn't matter which, it will just be a number

So there are no more free calls (0800) to repair problems etc. Hope we're not kept waiting. I feel decision has already been made and as I seldom ring it wont affect me too much anyway.

0800 is free so why would I want change?

I have no objection to new 0300 number as long as it's a good service.

Seems sensible to keep residents together- go ahead!

Being an OAP I prefer to keep the free number.

We only use a landline so it means we will have to pay for our calls. We don't have to ring very often and if we get the same service it wont really matter.

Listening to Radio Cornwall. It's already in place in most places so it will happen even if we don't approve.

When I have to pay for something that was free it reeks of 'Cameron'. I suppose the poor have to pay for overpaid CEOs.

Yes it would be OK with me!

Keep 0800 number.

Why change when it works? Keep it free.

Prefer to keep 0800 number

I would prefer to keep to 0800 which is no charge.

I'm happy either way as I always get a good service which I appreciate as I am disabled.

We would rather things don't change.

Yes I am in full support of proposal.

I think it's a good idea and look forward to using it.

If it makes things easier to run, yes. As long as the high standards of service we enjoy with Carrick are maintained.

Yes it's a good idea if it's going to be cheaper.

Yes good idea. Several of my neighbours only have mobiles so they use my landline to call you.

Left an 0800 as this is free.

Don't mind either way.

Apart from the fact it will cost me to call when I need help you must feel changing to 0300 is an advantage.

I would never ring you from mobile so I would prefer 0800.

A good idea as it will be free to call using mobile inclusive minutes.

Cannot see any problem as long as information cards are updated and info books likewise.

This is fine by me as I'm not charged for 01, 02, or 03 numbers.

We are happy with 0300.

Stay with 0800.

We don't pay at the moment and to be charged now is wrong!

Would like to stay the same.

I see no reason why it can't be changed.

I think it's a very good idea.

No- reason is it takes at least 3 calls before being able to speak to person needed and Council never return calls.

To go from 0800 to 0300 a good idea. It's good to see the tenants get their say.

OK go ahead. It then makes everything the same throughout the county.

I would like to keep the 0800 number as I only have a landline.

We think the change to an 0300 number is acceptable

The only benefit would be that the Council doesn't pick up the cost of call it would be passed onto resident where we pay enough council tax and rent.

Don't mind.

Only benefit I can see is to someone with a mobile phone. One main reason we had a landline installed was to avoid charges such as the 0300 proposes. I am not in favour.

Yes OK with me.

As long as Carrick Housing standards aren't compromised then the charge would be understandable.

Any number suits me as long as I get someone when I need them

It'll be a good idea if it's cheaper.

If it makes it easier yourselves then change it to one number.

We would like to keep the free 0800 as we don't use mobiles.

As I don't have an email it would be cheaper to stay as I am.

Why should we pay more just so Council can have one number?

I prefer the 0800 number as it's easy for me to remember. But if we have to go for the 0300 number that's what I have to ring.

Don't mind one way or the other so long as it's better for both of us.

Have landline and prefer 0800 not a mobile number. Will be charged using 0300 both ways.

OK

None

Very good idea.

Provided the same good service/response I have no objection

No problem with new number proposal (my carers help me).

Any change is fine.

Yes I agree to change of number from 0800 to 0300.

I would like to go along with the 0300 number

Still want 0800 number. When I call I'm waiting 20-30 mins and phone bill will be high.

Not happy if the charges are high as I only have a mobile.

Yes. If doing this saves money then I'm all for it.

I need to know reasons for the change. How many old people do you know who own a mobile phone? Not me for one.

Quite happy with 0800 number as it is free from a landline.

I am all for one number for all enquiries but I hope you will get through to us within a reasonable limit.

I am in favour of change.

As long as it's just as quick to contact who I need to speak to I don't mind a small charge for 0300 number.

Yes we are

OK with me.

I only have a mobile so this would be of benefit to me.

I don't agree with changing to 0300. I am a pensioner and 0800 is free for landline and I don't have a mobile.

Why change it? It costs more to change than to stay the same. Why free calls for mobiles. Most elderly don't have mobiles. Strongly object.

No change.

The present arrangements work very well, why change a good thing to something which will not be as efficient.

Do what you think fit. I don't have a mobile.

Yes that's fine with me.

I understand why change has to be made but I'm concerned that if we're kept on hold for too long it could be expensive.

I am happy with everything now.

Don't know why they always want to change everything. 0800 number is easy to remember.

Why change it to a pay line? Is this line is per minute? Because it can take some time as it is to sort out any problem. Not a good idea.

It will take a while to get used to but if it makes things better so be it. 0800 will work out

cheaper when all lines are in use.

Would not like to change it.

We don't have a mobile phone; so we hope that the lo-call cost from our landline will not be the start of further increases

I cannot see any problem with change to 0300.

Yes- good idea.

No problem with change

I don't mind the 0300 number.

I prefer the 0800 number. It makes contacting the Council a lot more accessible for me. I do not understand the necessity to change the system- we do not know the cost for the landline system.

I think it's a great idea, sooner the better

To me not a problem.

I am happy with the proposed change as long as the excellent repair service remains the same.

Good idea but can we have a 01872 number as well?

Only have a mobile so would be in favour of 0300 number.

I would prefer to stay with 0800.

We would like to stay with the 0800 number.

Would always phone from a landline so think it's unfair we would have to pay rather than a free call.

I don't see why we should have to pay in future when the service is now free.

No! Council gets enough money for CRAP houses. It's bang out of order to charge for repair calls when no repairs get done anyway.

By all means change. I hope you have the staff to cover it because you will be having all of Cornwall ringing into one number.

Giving an approx cost for mobile cost would be helpful

I don't agree using the 0300 phone number. It's clearly evident that change from Carrick Housing to Cornwall Council isn't for the better!!

I don't mind.

I think 0800 is the best, but for the calls I make, I don't think 0300 will make much difference.

I think it is a good idea even though I do not have mobile.

Will this incur a cost to us as it is chargeable plus one number will probably mean long waits.

Fine by me.

I agree with it as I think it will be to my advantage

I welcome this move to the 0300 number let's hope the new company can move to its own dedicated number in the near future.

Quite satisfied with present 0800 number.

Definitely not a good idea! The current system works perfectly.

I only use a landline phone so would prefer the 0800 number please.

I would rather keep to 0800 as I don't have a mobile.

No it would not be beneficial to me as it incurs a higher landline charge so would like it to stay as 0800.

Very good idea.

As I only have a landline I would prefer to use the 0800 number

I think this will be a very easy number to remember.

No! I don't like the idea of waiting while the call cost goes up then to be put through to whoever. Change isn't always for the best.

I would prefer to leave it 0800. Thank you.

I would like to be able to ring an 01872 number but you decide, that's what you're there for.

Yes if cheaper for a mobile.

I would like to keep the 0800 please
Being OAPs my wife and I do not use a mobile, preferring to use a landline. We will reserve judgement on the 0300 number for 12 months.
As it will cost more to change we would prefer to keep 0800.
I don't mind paying for 0300 but I don't like the countless amount of options which would confuse elderly.
Would prefer to keep 0800.
I would like to keep 0800 number.
We would hate it! Whenever I use 0300 and it takes ages to get through to the right person.
We would like to use a number for housing separate from the entire Council.
The main thing is that the number you ring gets who you require to have satisfaction is all that matters as far as we are concerned.
Yes I think it would be a good thing to use the 0300 number.
I usually use a mobile phone.
I say yes to 0300 number
A good idea.
A good idea I'm all for 0300.
I would like the 0800 number to stay the same.
Not every has a mobile phone especially the elderly or infirm. I still think that the 0800 number should remain.
Keep 0800. free from my landline
Personally I would like to keep the 0800 as it's free on a landline so can't see the point in changing and have to pay for the call.
Don't mind either way.
Very happy with Carrick Housing and would not object to paying a small amount to get in touch.
I prefer to retain the 0800 no.
I am a single parent which is expensive enough so I am opposed to change.
I would prefer to leave it at 0800 number.
Keep 0800 number to save costs.
If this will save money I'm all for it.
If it saves money do it.
Am quite happy with the 0800 number.
Yes that's fine by us.
Keep it 0800 please.
Quite happy with proposal.
Yes the 0300 number sounds good idea as I sometimes ring from a mobile. If it's cheaper than 0800 then it gets my backing
Is it OK to stay with the 0800 number?
I would prefer the 0800 number as I do not own a mobile phone.
If it makes contacting simpler yes.
If 0800 is free to me from a landline why would a want to change?
Don't agree with having to pay for calls.
Yes I think it's a good idea.
A good idea. We have been lucky to have it free for so long.
I think it's a good idea
If it simplifies things go for it.
We would prefer to keep the freephone 0800 number but don't mind having the 0300 as long as calls are answered promptly and you're not kept waiting in a queue which costs money
Sorry I only have a landline so would not be able to ring 0300. As a young 89 year old I don't have a mobile phone, nor a laptop.
We want it to stay as 0800 and not be charged.

Agreed

Seems like a reasonable attempt to keep phone charges to a minimum- mobile rates are quite extortionate.

I am happy with the change. Also if it help the less off who tend to have mobiles only.

I prefer the 0800 number but I expect the decision has already been made.

OK if 0300 is "free". Don't wish to pay anymore on phone bill.

We would rather have a freephone number.

If CC change from 0800 to 0300 I will go along with it.

I think it's OK

I think it would be better for all to use same 0300 number.

0300 number would be a serious deterioration in service. 0800 is free from a landline and being a pensioner it's important to keep costs down.

I don't see what benefit it would be. Any savings made would surely be offset by changing all the numbers.

All good by me.

If I'm getting through to the same team I've no objection.

Why should I be charged for a phone call on 0300 when I don't get charged on 0800. Does it ring a bell?

Do what's best for Council.

I will in future phone 0300. Carrick Housing Repairs has always been great

Yes the 0300 number or all Council enquiries will be better.

I think that it's a good idea.

I think that it's a good idea.

Please keep on with 0800 number.

0800 is free so we think it's best. Phone calls and bills are expensive enough.

No. Not a good idea since I only have a landline.

It will cost more to call by the time we've gone through all the options.

As long as it doesn't cost a to phone I think it's a good idea. Also as long as you're not on hold for too long.

I think it's a good idea to contact the Council on the 0300 number because it's cheaper than an 0800 number from my landline.

No problem

I think you have got a cheek to ask us to go from a freephone number to having to pay for a call to repairs. No change.

Would rather use 0800 number.

Don't use it that much so don't see a problem.

I would rather stick with 0800 number as we use our landline for these calls.

No I think landline calls should stay free. Keep 0800.

I feel changing the phone number from 0800 to 0300 shouldn't make much difference to the high standard that you have.

It would be better for me as I only have a mobile.

I am in favour of using a 0300 number.

Do not have a problem with change.

Don't change. Stay with 0800.

Good idea, speed things up a bit. And cheaper.

It's alright with me.

I don't mind the change as long as it doesn't mean long waiting times for connection to your staff.

Yes- good idea.

I think it's alright to change to 0300 number.

I am not in favour of changing number as Council get enough in rent as it is.

Mainly the elderly have to pay for landlines and I don't have a mobile. If not held up in

waiting time as use is sporadic. OK as long as it's not a hidden tax.

I think having to pay for a phone call is in these times a little unfair. I'm a pensioner on HB and CT benefit on a very tight income.

What the charge difference from 0800 to 0300?

I should not pay to call a service provider. Once a business tries to cut down on costs the worse the service becomes

I will do whatever you decided as long as we are notified about any decision.

Would prefer to stay with 0800 free number.

I'm against it. I dislike telephone tax. Let those who make the call pay the going rate for most of the calls will be local anyway. Publish geographic number and extension.

Broadband 2nd phone use is free for most geographic numbers anyway. But they do charge for 0800.

Sounds complicated to me but if that's the way you intend to go and I think it is regardless OK.

If the same team are on either number why change it? Keep the 0800 number especially for people who have to use a phone. There are still no of those.

When ringing 0300 number as long as we're not kept waiting then it's fine with us.

I would rather stay as we are.

I am happy to use this new number but sending out these letters is a waste of money.

Surely there's a more efficient way of doing this?

It would be nice to have one telephone number for all tenants.

To continue using 0800 number.

I see no reason to change the present telephone number- staff will be at same offices!

Tenants are used to present number.

Doesn't bother me. As long as I can get through to right dept.

I would prefer to keep the 0800 number as there is no charge. I have a mobile but it's pay-as-you-go.

Yes a very good idea quite a lot of firms now are adopting this new method. Will it save the Council money in the long term? Get good value for money as well. Good luck.

Through my job I ring the 0300 number frequently and quite often it is long-winded. If you use 0300 number you will need more operators!

OK if it gives older people more help rather than being passed from office to office.

We go along with the idea of a change in number.

Excellent idea fairer cost for everybody.

I agree with the change.

I don't mind at all. It's not like we contact you daily.

I don't see any problems with the change, number gets my vote.

I only have a mobile so would be better for me.

Good idea.

No. Leave it as 0800.

Just as easy as before.

Don't see the need to change numbers.

Sounds like cost saving. Changing numbers will cost us more. Leave alone.

I hope to keep it at 0800. it may be a local cost but on a limited OAP budget it would be difficult,

Not necessary as a lot of elderly people haven't got mobile phones.

What do I think about it? Not a lot. Some people only have incoming calls but can make emergency calls on 0800 numbers. Why mend what's not broken? Is this already a done deal?

I do not wish to change from 0800 to 0300 it suits me as it is!

Cannot see that it will make much difference therefore don't mind at all!

It wont make any difference to me thank you.

I make no choice. Fortunately I very seldom ring the line and I am sure you will decide what's best from your point of view.

As it is Cornwall Council that want this they will get it I suppose.

Happy to do so.

As long as it's possible to get in contact and not have to queue at the end of a phone for ages

I think it's a good idea so it's cheaper to ring from mobiles but I would like the option of email as well.

Keep it to 0800 number as not fair if you don't have a mobile.

I don't agree with changing to charged number, sometimes it takes too long to deal with problem and would cost too much.

Why not use a local number. This suggestion favours mobiles and hitting landline users. A local number would be fair on both.

The Council should keep the call short if not the Council should ring back.

I can see no problem with the change of code.

If it's cheaper to phone in all for it and now you're friendly on the phone.

No change please. Don't use a mobile.

Don't mind.

I have a landline but not everybody does. Maybe best to change so everyone pays a little bit.

I believe it should stay as 0800 and free for landlines. Changing to 0300 just means everyone pays for phoning.

For myself I'd like to stay with the 0800 number as I always use landline.

As long as we get the same service and a fridge magnet with number on I don't mind.

No I do not agree with change to 0300. Wish to stay with 0800.

What about people who only have a mobile?

On my TalkTalk line 0800 or 0300 will not be free or cheap for me. I would prefer an 01872 number.

It would not benefit me at all as I only have a landline although I can see the benefit of having one number for all

No problem

I only ring the Council from a landline- so I think it's better to stay with 0800 number- as it's free.

Do not like the proposed changes. Stay the same.

An excellent idea!

It will be cheaper for mobile phone users and Talk Talk users as well.

We would rather use an 0800 number as we only have a landline.

Would not be happy about paying for calls.

I would prefer 0800 number as I have a landline phone so can call for free. However lots of people just have mobile. If you know % of those that do then you have the answer!

Happy to stick to 0800 number.

Go for 0300 if it's better for our benefit.

I think the number should stay 0800.

Seems fine. Have no problem with change.

I think it's a good idea especially if it gets through a lot quicker.

As long as calls are handled as quickly as they are currently. I have no problem with change but if calls take longer the cost could escalate.

I definitely prefer 0800 number as I call from a landline and it's free.

I don't want to change as we have to wait to be put through to right person and this costs. If you want to change the number change it to an 01872 number.

I have a landline. No mobile phone

That won't be a problem

No to 0300.

As a pensioner I do not agree with the number change.

We have no problem with this as we only use mobiles so it will be cheaper.

No problem as only have a mobile.

No problem.

Good idea spend money saved on elocution lessons for local staff.

Keep the 0800 number but no doubt you've already made up your minds.

Why can't number stay the same? Good grief nothing gets done now changing the number will just make it worse.

I think after using 0800 number for so long people will get mixed up.

Would it make any difference if we all said no? For the record I'm against it,

I only have a landline so will have to pay a lo-cost call which isn't what I wish.

I thought free calls were covered by Council Tax now you want to charge? What next?

As I ring from a landline 95% of the time it would be preferable to dial an 0800 number.

I hope that if enough object you'll refrain from changing from a freephone. Charging to call in a repair is a cheek.

How will it affect people with phone packages which include free landline calls? Would 0300 number be included in this? If so go ahead. If not it would mean that some people will be paying twice. Therefore not such a good move!

My opinion will not influence your decision. I know from experience.

OK no trouble at all

Yes it would be a good idea then you would be able to get through to those who can deal with problems.

OK to change if it wont cost too much by keeping you on the phone for ages.

OK with me. I have a mobile so it will be cheaper.

I agree with change as long as I'm not kept waiting as it will cost more

Quite happy to use the number.

Very good for those who only have mobile phones.

Prefer 0800.

Keep the 0800 number because it's free.

I do not wish to contact you by 0300 as I am a pensioner and only use a landline phone. I need to save money.

As we are on benefits the 0800 number is free from a landline we wouldn't ring from a mobile to call you anyway.

We are happy with 0800 number as we rarely if ever use a mobile to contact. We would like to deal with the same team.

Keep 0800.

Keep 0800 as it's free.

Keep the 0800 number as many people are struggling and even a low cost line may prove too much.

Yes it will be alright to change phone number if it's cheaper and quicker.

Very good idea.

It would be OK if call didn't cost too much as I can only call from a landline but it could be costly if I'm kept waiting. I do not have Internet.

I think we should keep 0800 number even though 0300 is low-rate. The costs mount up for tenants. Good to know that we will still have the same team.

Stick to 0800. So much time is used on the options at least with 0800 it's free. On 0300 it will cost us landline users.

I would like to keep the 0800 number and not changed.

Good idea hope it works.

A charge for a phone call to receive the service we get is more than worthwhile.

Would prefer 0800 but one number would be sensible.

So much for the only change will be the name. CCC councillors must appear to be making savings whilst protecting their own obscene expenses.

It's a easy number to contact- yes

Yes to change to 0300.

I would be happy with change to 0300.

We think it's a good idea to change to 0300.

OK for me.

We don't mind.

Makes no difference to me.

As I usually ring on my landline I'd prefer to keep 0800 as it's free

As I don't have a landline I would benefit from using 0300 as I'm charged for using 0800.

I would imagine that the majority of people ring on a landline. It would be expensive to ring. Time you get through to the dept you want.

Penny pinching again! If it works why play with it?

This will be fine for me as long as anytime the 0300 numbers become more expensive you change back and that I don't get charged by my BT package for them.

Probably no difference as calls are few in between.

I think it will be better to use 0300.

Changing to 0300 number would be a lot cheaper for me as I have a mobile phone and no landline. This democratises the costs. I am in favour!

Good idea if it's going to be cheaper and more beneficial all round.

I presume this is a further cost cutting measure? The 0800 number should be retained for poor and vulnerable tenants.

I shouldn't have to pay to call regarding ASB issues but I'm happy to pay for repair calls.

As a landline user I would not be happy with change to 0300.

Leave it as it is please

OK- the cheaper the better. Service is all important especially in winter.

Quite happy with the current 0800 number as it's free.

If it's cheaper to me then it makes sense but only if you have a mobile. Not everybody has one especially the elderly.

Prefer to stay the old number. As it will take longer to get in touch.

Am happy to contact on 0300- as long as I'm not kept hanging on to get through when paying for call.

Very good.

It is OK by me. Easier to remember.

Good period

I don't want any change.

I think as a landline rate is so expensive that we as landline callers need to keep our bills down.

New number is fine by me.

Concerned about volume of calls coming in and queries reaching the right people.

0800 is free but 0300 do we have to pay for the call on landline.

Sounds a good idea.

It keeps costs down on phone- as long as it's easy to get through to dept you need.

I'd prefer to keep the 0800 number.

0300. No web site.

Don't mind either way.

I would be quite happy to change to 0300 number as this would bring all tenants together.

Prefer to stick to 0800. Pay enough on phone calls as it is.

I am quite happy use the new 0300 number.

No problem

No comments

It sound like a very good idea although we have always found it easy to contact someone about repairs and enquiries.

I think we are quite satisfied with the arrangements thank you.

The 0300 number is a good idea as long as the phone service is quick and easy to use with

a polite and local assistant.

I would prefer to use 0800 as it is cheaper.

I don't think we should have to pay to phone Carrick when we are paying rent to them. It should be a free service!

0300 will be fine.

As long as service is just as good and not waiting too long, yes.

Good idea.

If this is a cheaper way then go for it.

It sounds a good idea please keep informed.

I like the 0300 option.

Yes that's OK.

I have not got a mobile phone but think 0300 would be helpful.

If it's going to be a better service then OK.

No comments.

No comments.

If this 0300 number is a direct line I have no objections

No. Keep numbers as they are at present there are too many changes.

I feel we should keep to the 0800 number, this is speedily answered by a friendly and helpful team. My experience of calling Cornwall Council on the 0300 is number is that it's a "shambles". I expect you'll make your decision regardless of what I say anyway.

If this is the best way to save money then yes.

Why would I agree to new number where I'm charged? The answer is no!

My comments may not be applicable now the deadline has passed but here is my opinion: I would prefer our council to use the 0800 number after all if using the 0300 we would still be accessing the same team why change. But I know the council have the authority to make the final decision.

OK so long as cost is low.

I would prefer to keep the 0800 number as it's free from landline.

None.

I think it's a good idea.

Don't see it will be an improvement. With all of Cornwall using it how long would we have to wait?

I agree with the 0300 number because I only own a mobile phone, and it would be cheaper for me.

I think it should remain as 0800 we pay enough in rent and council tax 0800 number for us. A TalkTalk customer is not free so either way it would make no difference to us. At the end of the day it's what's best for you.

0300 is OK as long as there aren't too many options.

I would prefer to stay on 0800 as I don't have a mobile or computer.

Yes, its fine with me

I think it's a good idea I have a landline so I would probably use that but I still thinks it's a good idea as a lot of people only have a mobile and no landline.

Yes 0300 number is a good thing

I would prefer to keep 0800 as even though I get free landline calls not sure if 0300 would be free. I expect you'll still go ahead anyway.

Yes we are willing to dial 0300.

Would prefer 0800 also what a waste of Council money sending out all these letters.

0300 because almost everyone uses a mobile now.

No problem at all. Just keep us posted.

0300 number being cheaper from mobile sounds good! Yes please!

I don't mind the number change if it means we can still get through.

I think the 0300 phone number is ideal for me as I do not have a telephone but I do have a mobile

Why change something that already works I would like to keep it the same.
I look after my wife with dementia and rely on Disability Living Allowance and tax credit and have to be very careful with money therefore I don't want to number change from 0800.

Fairer system.

Please keep it the same there is no need to change it.

I'm easy about it

I personally do not like changes of any kind. But I will have to accept them if changes need to be made.

Is the emergency repair number staying the same as it's a 0300 number already?

(*CALLED TO CONFIRM THE 0800 NUMBER IS STILL EMERGENCY REPAIRS NO- JC-19.12.11)

Yes if it helps with streamlining

Reasonable.

No problem so many people have mobiles now and I am on a low user tariff.

I'm on a mobile so it would be better for me.

No comments only landline phone I have.

I think things work as they are I really see no reason to change.

I will not contact the Council if there is a charge therefore I am against it.

No thanks. Happy with existing set-up.

Would prefer the number to stay as 0800 especially as it costs to call 0300.

One of the great things about contacting the council is the freephone number so it would be sad to lose that.

My view is that to change the number will make a phone call more complicated as it can be confusing for us pensioners. Why penalise us if we don't have a mobile?

I would prefer the 0800 number.

No problem.

Okay.

I prefer to keep the 0800 number. My landline bill is high enough as it

To be honest it doesn't really bother me as I don't phone very often.

I am agreeable with this.

I cannot see the point other than making money out of the phone call. I can see people not ringing and houses falling into disrepair.

Sounds a good idea. Anything that helps to get repairs done

I'm in favour for better contact between council tenants if 0300 will do this.

I like 0300 as I only use a mobile and have no landline.

I would prefer the 0800 number to remain as it's free from a landline.

I would like it to stay as 0800 (free)

Totally opposed to switching to 0300.

I would like to stay as 0800 as it's cheaper.

It's alright by me.

Not in favour. Seems like penny pinching. How many 0800 number call would be paid for by the cost of this letter?

Do not mind

I think this would be fine as tenants aren't constantly on the phone so cost is negligible.

Anything to make life easy is OK.

The services remain the same but contact number is less expensive this is good change.

I think that 0300 phone number will be good and just right for the new year.

I do object to a 0300 number. I don't think tenants should have to pay to contact the Council.

I think it's a good thing.

It will help if it is cheaper. Every penny helps.

System has worked well these past 22 years but this new number might save money so be

it.

Keep it to 0800 as those with a mobile use a public phone box for free.

I'm on a low income so would prefer to keep 0800 number.

Excellent idea

I think this is a very good idea to use 0300 especially for myself who is deaf which saves a lot of money and time in that point.

I think this is a good idea especially as I am deaf so would save time on textphone typetalk.

I agree it makes more sense if one number covers all services .

Yes be good.

I'm quite happy using 0300 as long as it doesn't affect my low users phone bill which I'm limited to the calls I make.

I do not mind cost of call but I don't like having to be kept on hold for any length of time.

It wont make any difference but I hope it will be easier to get through.

Makes no difference to me.

I think it would be a lot better than 0800

Why change a number we already know?

I prefer 0800 number as 0300 I will be have to pay for due to my phone package.

I do not consider that there would be any advantage in changing to an 0300 number.

Keeping the call on a 0800 freephone will encourage tenants to report faults etc.

That's good!

In other words you want us to pay for the calls!

Would prefer 0800. That's free! Why change it for us? My pension gets worthless daily.

I will be quite happy to use the new number.

With daytime calls being expensive and a pensioner 0800 nmbers are best but if it is going to happen that will be it.

Would rather leave completely free 0800 number.

No comment, only hope that the new 0300 will be quick to get through.

We pay enough rent and council tax. We shouldn't have to pay to call for repairs. Stay with 0800!

I would think number of times I actually call such as it makes little difference.

I would be in favour of a change to a 0300 number if it makes greater efficiency.

Makes no difference to me as long as I'm kept informed.

If it benefits the tenants of the housing committee I have no objections.

We think it's an ideal number to use 0300.

Anything that keeps cost down is always welcome.

I wouldn't mind the 0300 number as longs as we're not kept waiting for too long.

By changing to a 0300 number it will allow us the tenants to save money when contacting the Council.

A good idea but why is it going to cost? Try and negotiate a free call on the 0300 number.

I am very happy to use an 0300 number.

Personally I use the 0800 number weekly to pay my rent there for I have a home phone which is free so would prefer to keep it as 0800.

No problem.

As long as the service remains the same- the phone number is irrelevant.

I prefer to keep 0800- not everyone has a mobile and there are times we have to wait.

OK by me.

If it will help ease the strain on cutbacks then I think it will be a good idea.

Seems a very good idea.

I am sure you have already decided, but as long as we get the same good attention. Give it a go!

Contact by 0300 is fine by me.

I don't mind the change as I don't phone the council very often. Does it save you any

money by changing?

Agree to using 0300 number.

As I only have a mobile phone I'm glad to hear that mobile calls are going to be cheaper.

Don't think people will ring the Council as much if calls cost. Should stay with 0800.

Being on low income I'd prefer 0800 number.

Think it's a good idea to keep it as it is at 0800.

Happy to carry on with 0800 number. I have enough bills to pay.

I think it's unfair to change from a freephone number to a chargeable number at this time with everything going up.

0800 is free on landline. People with only landline will pay to contact Carrick therefore would prefer 0800.

I'm quite happy to go to 0300. If people that call are on low incomes and it's going to be a lengthy call perhaps they could be rung back.

Being on pension please keep 0800 number.

Don't see why we should pay to contact CCC.

Why should we have to pay to report a repair or anything to do with Carrick tenants?

No problem I'm OK with the 0300 number.

I personally feel there would be no problems changing to an 0300 number.

I think most people have mobiles today so not such a bad idea.

I prefer to keep the 0800 number because it's free.

This will be fine- as long as we aren't kept in a queue for ages building up the costs.

As long as there is a clear number to phone and I don't mind which you use.

I think that this is a good idea for people who don't have a landline no. Definitely will work!

Really pleased with your service but disappointed about having to pay for call.

Would like the option of dialling just a normal 01872 number.

No problem changing so long as the service provided does not change with it.

Yes.

I'd prefer to keep the 0800 number but feel that the 0300 is inevitable if unwelcome

I prefer to stay as you are as it's free on 0800.

Keep 0800 number. Very poor signal for mobiles in village.

Will be happy with 0300.

I think it's a good idea but I'm concerned with cost of these calls.

We only have a landline so I don't have to pay anything at the moment. Therefore no I would not like to change the contact to 0300.

I think it will be a good idea.

This sounds very much like a 'consultation' and it will be done anyway- whether we agree or not. I don't agree with change.

0800 number if possible I've only got a landline. No mobile.

It will get the same result. And save money as it will no longer be subsidised.

I would prefer that the number was not changed.

Many OAP tenants might object to being charged for the service.

I do not mind which number it is.

I do not agree with the change of code number.

Since calling you is not an everyday occurrence we have no problem bearing any cost incurred. We thank you all and are so grateful for you being there when needed.

I am personally happy with this. However I think that some people who have to use public phones- that cost 60p. This is too much for me so I wouldn't be able to get in touch which would cause distress.

This sounds as though it would cost more so I am against it!

I do not like the change. I do not have a mobile. Neither do many pensioners.

As a landline tenant this would not be ideal. It could also make the selection menu longer.

Many people struggle with the menus.

We are happy with both as my wife calls 0800 and 0300.
I would like to remain with 0800 number because I always phone from my landline.
That's fine.
I think it should be free. I don't see why we should have to pay for something that's always been free.
No keep it as 0800 as majority still own a landline.
As I don't phone very often it won't make much difference to me.
No objection to 0300.
I don't know I have been using 0800 for a long time now but I suppose I'll get used to 0300 in time.
I think the Council have got it right.
I'm all for it if it's cheaper to phone 0300 number
I think the number should remain as a 0800.
Not happy about the change being on a ltd pension. Keep 0800 please.
No change please lost enough money since last General Election.
I hope no objections to change to 0300 number.
I do not see any problems with the 0300 so as everyone is told of change. It's OK with me in any case.
Not completely against the idea but waiting for an operator could make it expensive.
I don't have a problem with it.
I do not agree as I do not use a mobile and it will cost me money that I don't have.
Keep the 0800 number.
Rather the 0800 phone number. No change
We would still like the 0800 number.
If it makes things easier we don't mind.
I don't make much calls so doesn't matter (?)
All good!
One number for all- 0300.
I have no objection to new number.
Why change number keep it at 0800.
I would prefer 0800 as normally phone from landline and there is no charge.
I would prefer to remain on the 0800 number as before
Immaterial to me.
Whatever.
I have no objection to new number.
Yes I agree to the change of 0800 to 0300.
As long as we get the same service.
My landline costs more than I can afford now without you adding to it. No change.
I am of the view that we should keep the 0800 number. The 0300 number should be eliminated as it costs the low income tenants.
No comment am prepared to go with the flow.
Is prepared to use 0300 but wonders what percentage uses a mobile. Can we let her know?
I will be happy with proposed changes provided service quality doesn't change.
As long as you don't have an automated call system with too many options which bumps up length of call and cost.
OK with change to 0300 number.
0300 number. Good idea.
Just as well use the 0300 system throughout on number option phones presumably mobiles work that was as well.
Yes. A small contribution.

I agree with proposed change to 0300 as people don't call repairs too frequently so this should make no difference to costs.

I think that the 0800 number should be kept as pensioners and stay-at-home mothers have low incomes whereas people with mobiles have contract packages that include free minutes anyway.

I think it's a terrible idea

Most elderly tenants don't own mobiles so 0800 should be kept so they can make free calls.

Why change numbers. It makes sense to keep old number as we all know it.

I am happy with any changes at all. I trust CHL and your decisions as you have made me very happy and always treated me well from the start.

See no problem with the change - I don't feel it will really effect us much

Currently uses both landline and mobile so won't affect her too much. Did raise concerns about those without any mobile credit and how they report an emergency repair. Not many payphones around these days!

Concerns that under new number tenants won't be able to get through to current customer services team. Will there be cost implications for Council?

No views - if it needs changing then that's fine

Would prefer to keep the 0800 number rather than have to dial 0300 number as 0800 is free on landline, where 0300 is not

I rather still phone on the 0800 because I am on landline and it free no but if it goes the other way I'll go with it

I would prefer to stay if that's alright

Retain 0800 No please. Phone providers make enough money out of the *** as it is

If it is free on landline all well and good - if not leave well alone. As it is.

Prefer to keep 0800

I am agreeable to the 0300 number

Makes perfect sense - make the change please

Very good

Ideal to use an additional number allegedly cheaper for mobile users but please keep existing 0800 number for the rest of us!!

We personally do not mind paying to call Cornwall Council but do feel that many persons do not own mobile phones and might be worried if they have to hold for a reply

It costs us money on an 0800 or 0300 number so we don't mind either way. You should make it free 4 mobile phones too

Can I have the outside of my house painted please (**PASSED TO REPAIRS 13.12.11 JC**)