

4. Talking to *idverde*

The Customer Relationship Management (CRM) team is the hub for all things at *idverde*. It is the first point of contact. The desk is operated by professionals who know how to deal with issues in your local green space. The desk is used predominantly by Friends, *idverde* staff and LBB officers to log enquiries or to point people in the right direction.

You can contact the CRM team in the following ways:

- by calling 01689 862815 (open from 8.30 am to 4.30 pm Monday to Friday), or
- e-mailing enquiriesbromley@idverde.co.uk, or
- using the new interactive service called Fix My Street (FMS) at www.fixmystreet.com, or
- logging an enquiry on the Bromley website www.bromley.gov.uk/report.

Outside of normal office hours a separate Council phone number, 0300 303 8671 may be used. While the out-of-hours service will not be able to deal with issues in the same manner, they will know whom to contact should an issue arise. This can be used for anything that would need to be dealt with right away or something you deem an immediate hazard to health and safety. For more general non-emergency enquiries the phone number 0300 303 8672 may also be used.

Whenever you contact the CRM team please leave as much information as possible about the nature of the issue and a method of contact such as a full name, address, contact number and e-mail address (if available). This will speed up the process of the enquiry and allow the officer to check the history of the problems or enquiries you have, allowing them to improve the service accordingly.

When you contact the CRM team you will receive a reference number. From there your enquiry will be logged onto *idverde*'s system and issued to the appropriate manager.

Please report the following issues to the CRM team:

- incidence of graffiti or fly tipping,
- broken fence or gate,
- play ground equipment faults,
- full bins, overgrown vegetation,
- fallen tree or branch,
- to request a commemorative tree or bench,
- to request support.

Note: Trees - both issues and requests for planting, should still be made to the Council by calling 020 8464 3333.