



Client Case Study



believe housing

believe housing, which was formally known as County Durham Housing Group, is one of the largest housing associations in the north east of England. The organisation covers 862 square miles, from the very rural west, to the hustle and bustle of Durham city centre, and the magnificent coastline in the east.

Our Brief

believe housing prides itself on putting tenants at the heart of what it does and making them part of its journey in providing better housing services, homes and communities.

It's essential that its customers can access its services and information online, so the organisation first introduced Recite Me to its old website in 2015. It was a natural continuation to add Recite Me to the its new website when it rebranded and relaunched as believe housing in April 2019.

Our Solution

Recite Me works on the believe housing website to give customers the option to access key information about their tenancy and other services in a way that suits their needs.

believe housing's customers can use Recite Me to help them to access online services like paying their rent, reporting repairs, and to see the latest available properties.

Recite Me offers them a range of accessibility and language options. These include increased font size, a zoom option, text to speech, the option to change text and background colour contrast, or the option to translate the content into the customer's first language.

Cloud Based

Our suite of tools is run from the Cloud so there is nothing for you to install or download.

Legal Compliance

Our software helps you anticipate the needs of all your website visitors.

Customisation

Our software gives users the ability to customise the website to best suit their needs.

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“Recite Me addresses so many options from one source and can only aid the overall customer experience.

“It’s easy to use from a customer perspective and gives a whole range of accessibility and language options from the click of a button.

“We’ve used Recite Me now for four years and it’s so simple to include in any website – just a bit of additional coding. Recite Me was recommended to me by a web developer back in 2015 and we’ve never looked back!”

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Jill Ancrum,
Communications Manager,
believe housing

