

UPDATE ON REVIEW OF THE SIGN UP PROCESS

Report of the Head of Housing Management

1. SUMMARY

- 1.1 Operational Board received a report from the Customer Voice on 29 August 2019. The report made a number of recommendations for improving the sign up process.
- 1.2 Most of the recommendations were agreed at that time, however there were two that needed further work and this report gives an update on the implementation of those.

2. RECOMMENDATION

- 2.1 The Operational Board notes the report and the progress made.

3. REASON(S) FOR RECOMMENDATION

- 3.1 All recommendations have been implemented where possible or are in the process of being implemented.

4. MATTER FOR CONSIDERATION

- 4.1 The Customer Voice carried out a review of the sign up process over the period of December 2018 to July 2019. They produced a report which was considered by Operational Board on 29 August 2019 together with a response from Housing Management.
- 4.2 There were ten recommendations made by Tenants Voice, eight of which were agreed at that time and have been implemented.
- 4.3 There were two recommendations which required further work and Operational Board in August agreed to receive a further update on those in six months' time. They were:
 - If a property has a prepayment meter, Derby Homes to provide customers with the pre-payment card/key to simplify matters.
 - Posts let surveys to be simplified, reworded and carried out over the phone by a staff member who has not carried out the viewing or sign up in order to ensure honest feedback. This survey to be incorporated into the online account for all tenants to complete.

- 4.4 Almost all prepayment meters are changed to smart meters when properties are vacant so the number of properties let with prepayment meters is small. Where it has not been possible to install a smart meter, electricity keys are provided to our voids team at Derby Homes who use them to clear any account and leave a credit on the meter. They are then left in the meter cupboard for the new tenant. For gas, the gas card is given to the new tenant at sign up if there is a prepayment meter

As all meters are gradually being changed to smart meters, there will be no need to have keys and cards in the future. Second generation (SMETS2) meters are being rolled out that are compatible with all utility companies. The original first generation meters (SMETS1) will have a remote software update later this year to make them compatible as well.

Derby has been chosen by the Department for Business, Energy and Industrial Strategy as the pilot location in the UK to promote smart meters and we will be working with them and Derby City Council from April this year as part of the scheme to encourage our residents to have smart meters installed. Since 2017, Ram energy have installed 400 smart electricity and 411 smart gas meters to void properties.

- 4.5 Amendments have been made to the customer survey and then taken back to the Customer Voice and agreed with them. The changes make the Post Let survey more 'Customer Friendly' to ensure the results we capture are meaningful. In particular

- Ten of the questions have been reworded
- Some questions have been expanded on with more information to apply context.
- A duplicate question about reporting repairs online was removed
- A question about the 'get online' incentive scheme was removed as this has replaced by another scheme.

All the amendments will be made to the new survey when it is launched at the beginning of the financial year. All surveys now follow the same format and provide statements for customer to agree or disagree to using the five point scale. The draft revised survey is attached at Appendix 1.

The areas listed below have no implications directly arising from this report:

- **Consultation**
- **Financial and Business Plan**
- **Legal and Confidentiality**
- **Council**
- **Personnel**
- **Environmental**
- **Equalities Impact Assessment**
- **Health & Safety**
- **Risk**
- **Policy Review**

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None

This report has been approved by the following officers where there are financial or legal implications:

Head of Housing Management	Lorraine Testro	17.01.2020
Managing Director	Maria Murphy	03.02.2020