

# APPENDIX 1

## CUSTOMER FEEDBACK – QUARTER 2 – 2008/09

Mystery shopping audits this quarter were carried out on 13 October 2008. The panel of mystery shoppers consisted of 3 tenants. The audit consisted of visiting three Local Housing Offices. This was followed by visiting 3 empty properties and 4 blocks of flats. They also made telephone calls into the Enquiry Centre and presented set questions.

### Local Housing Offices

The offices visited in the audit were Sussex Circus, New Sinfon Library and Alvaston Library.

The exterior of all locations were considered to be good. The interiors of the offices were viewed as very good.

The mystery customers felt that all offices handled their query in a professional and efficient manner and rated the staff as mainly good or excellent. Due to the nature of the question regarding succession of tenancy the answers given varied slightly but it was felt that the information given was enough to answer the query.

### Voids

Three empty properties were selected at random. Two of the properties were found to be in very good condition for re-letting. There were concerns about the standard of the third property. All issues have been raised with the manager of the Local Housing Office to resolve.

### Flats

The mystery customers visited 4 blocks of flats to assess the exterior and internal communal areas.

It was felt that the communal areas in 2 of the blocks were not welcoming and that there was an issue with bulky items being stored in the communal parts or on balconies. One of the main observations was that the signage on 3 of the blocks was very small and obscured, therefore making them hard to see.

The surrounding external areas were all considered to be acceptable. All issues have been raised with the working party currently looking to make recommendations for improvements to flats.

The ratings of red, amber or green the mystery shoppers gave the flats matched the results of the flats survey carried out by housing officers earlier in the year.

## **Enquiry Centre**

Three calls were made to the Enquiry Centre. Overall it was felt that the calls were handled in a professional manner. However, it was apparent that not all staff utilise the information they have to hand with 2 of them just directing the mystery customers to the Local Housing Office instead of giving information directly to the customer. All issues raised in this audit have been passed to the relevant managers.

## **CUSTOMER JOURNEY**

Derby Homes has undertaken to follow the journeys of a random sample of our customers. This has been based in 2 areas, one being responsive repairs and the other on Introductory Tenancies.

This will record details of the customers experience and will give us a 'live' insight into day to day issues, enabling us to improve on areas which we find lacking.

Sussex Circus is tracking 30 journeys through from Introductory Tenancy to Secure Tenancy.

The following is the report for quarter 2, 2008/09:

### **CUSTOMER JOURNEY QUARTER 2, 2008/09**

At present we have followed 63 journeys. These have been made up of R3,1W, 4W and 6W jobs.

To date, 21 (33%) of customers who have completed their journey have said they are more than happy with the service they have received. A further 6 have expressed satisfaction with their experience so far.

Contact with tenants is a bit erratic due to issues such as:

- 6 calls made going to answer phone (on more than one occasion).
- 1 person who answered said that the number was not related to the tenant or property.
- 3 calls rang out unanswered, no answer phone (on more than one occasion).
- 3 incorrect numbers / not recognised.
- 1 call initially rang out. On the next call the number was not recognised.
- 1 where tenant confirmed the job was incomplete. On the next call the number was not recognised.

It has been noted that contact with tenants during "normal working hours" is less successful than calling between the hours of 17:00 and 18:30. Calls made one evening during these times had 91% success rate.

There was an incident where the contractor did not show their pass, but gained entry as he confirmed the job he was coming to do. The tenant was very happy with the service.

The contractor turned up the day prior to the appointment time and was able to gain access to do the job.

One tenant was very happy with the service but fixed the problem before the contractor came, however didn't cancel the appointment before the contractor arrived.

### **Sussex Circus**

Sussex Circus is also recording this process. They are recording the journey of 30 new tenants and will review every 3 months for the first year. The first journey started on 14 April. To date, the feedback is good with only minor issues being reported. There has been one termination of tenancy. Any major issues relating to the Local Housing Office will be picked up by the Performance Officers and acted upon.