

## **DACP CUSTOMER JOURNEY REPORT**

Report of the Derby Association of Community Partners

### **1. SUMMARY**

This report summarises the findings of two recent customer journey exercises looking at the Enquiry Centre and the Ready to Let Void processes.

### **2. RECOMMENDATION**

The City Board is asked to note the report and the recommendations of the Derby Association of Community Partners.

### **3. MATTER FOR CONSIDERATION**

- 3.1 In May 2011, it was agreed that tenant volunteers from the DACP would carry out Customer Journeys and report their findings separate to Derby Homes internal performance reporting.
- 3.2 These reports are intended to give an overall picture of customers' experience of a particular service throughout the entire process. Both reports are attached as:  
  
Appendix 1 – Enquiry Centre  
Appendix 2 – Ready To Let Voids
- 3.3 The DACP's recommendations are listed at the end of each report and will be fed back to Derby Homes' Managers for further action.

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

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

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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Background Information None  
Supporting Information None

## **Derby Association of Community Partners**



## **Enquiry Centre Customer Journey Report 2011/12**

**2011/12  
Quarter 3**

## Method

The Enquiry Centre provided four lists of tenants that have contacted them between Monday 7 November 2011 and Friday 18 November 2011, the lists contained 69 contact names and addresses. Harry Margett and Dennis Rees contacted a random selection of 30 tenants and carried out customer journeys by calling the tenants within those dates.

We looked at the whole process starting from when the tenant called the Enquiry Centre to the point at which a call was closed.

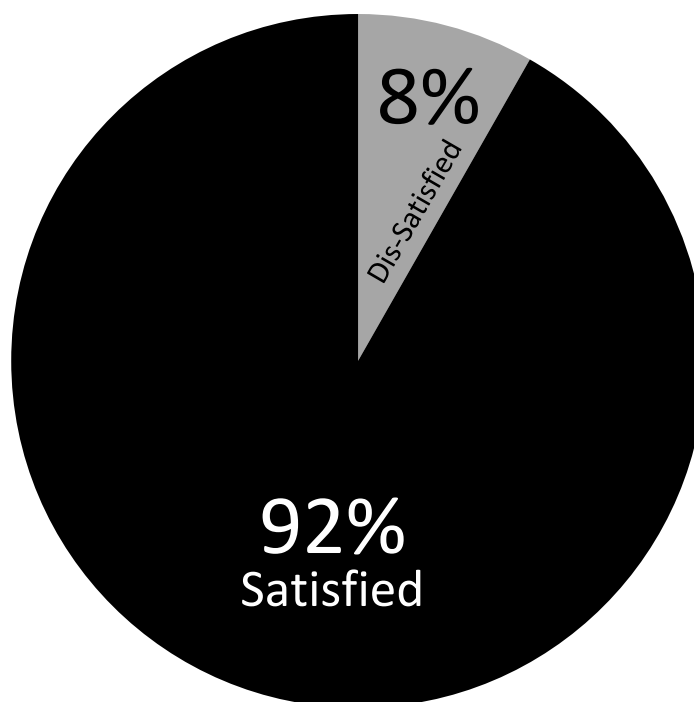
The Customer Journey looked at the following areas of the process:

- Getting through to us – Impression of the greeting
- Listening
- Resolved Issue
- Impression of the Staff Member
- How the Call was Closed

The tenants were asked to rate each area with a good or bad response and comment if they thought that more needed to be added.

Although 30 tenants were contacted, some did not provide answers to all the questions asked.

## Overall Average Satisfaction of the Enquiry Centre



## Getting through to us

We asked the following Question

What was your impression of the greeting?

Good

25

Bad

2

Comments

Brilliant	Very good Excellent
Could have been better	Very Pleasant
Gobbledygook	Very Pleasant
Staff very good	Quite Happy

## Listening

We asked the following Question

Do you feel you were listened to?

Yes

25

No

2

Comments

Just wanted you off the line	Definitely Yes
No palmed off	

## Issue Resolved

We asked the following question

Do you think we resolved your issue?

Yes

15

No

2

Comments - Very Good

Were you happy with what we did?

Happy

16

Not Happy

2

## Impression of the Person

We asked the following question

What was your impression of the person you spoke to?

Good

25

Bad

2

Very Happy and Helpful	Very Good
Very Good	Very Helpful
Just wanted to move me on	Very polite and helpful
Very Helpful	Polite and professional and friendly
Very good	Lovley Chap
Kept being palmed off and told someone was coming and they don't	

## Closing the Call

We asked the following question

**Were you asked to confirm your contact details?**

Yes

25

No

2

**Were you happy with the way the staff member ended the call?**

Happy

26

Not Happy

1

### Comments

Very Good	Told that they would receive a call and never did
Very Good	Very Happy
Number not recognised	Very Happy with service
Very Happy	Very Happy
Contractors very well	Yes
Very Happy, Very Helpful	Wrong Number on address form
Very helpful and nice	Happy with all the services
Very good	Very happy with all aspects of the service
Very Happy	Ask to speak to a person and get fobbed off and asked to explain the problem
Staff not happy to take complaints about a department regarding shed roof	

### Recommendations

Our recommendation is that the Enquiry Centre keeps up the good work, continuing to provide an excellent service to the Tenants and Leaseholders of Derby Homes properties.

# **Derby Association of Community Partners**



## **Ready To Let Void Inspection Report 2011/12**

**2011/12  
Quarter 3**

# Void Inspection Report

Carried out week commencing Monday 31 October 2011

Derby Association of Community Partners (DACP) Harry Margett, Jim Elks and Dennis Rees carried out a random inspection of ten ready to let properties using the lettable standard. There was one more property but the DACP were unable to complete this. This report outlines our findings.

The lettable standard features 18 sections containing 87 specifications of repair work that all void properties must meet prior to re-letting.

The following table summarises where the inspections took place and which management area was responsible for the property. Including the results of the inspection. For various reasons certain specifications were not applicable due to the property type. The most useful indicator of performance in this table is where properties fail to meet specifications.

Address	Property Type	Management Area	Pass	Fail	Not Applicable
16 Youlgrave	Flat	Sussex circus	57	0	30
32 Rivermead house	Flat	Brook Street	44	3	40
13A Uttoxeter old road	Flat	Mackworth	46	1	40
50 Uttoxeter old road	Flat	Mackworth	44	0	43
18 Yates street	Flat	Stockbrook street	55	1	31
45 Roosevelt Avenue	Flat	Chaddesden	67	1	19
24 Nidderdale court	Flat	Alvaston	42	0	45
7 Humber Close	Flat	Alvaston	65	0	22
23 Cheyenne Gardens	House Terrace	Chaddesden	63	2	22
94 Hillcrest road	Bungalow Terrace	Cowsley	58	2	27
30 Oriel Court	Flat	Stockbrook Street	UNABLE TO COMPLETE (see statement at the end of this report)		

The following table breaks down the comments made where a property failed to meet a specification and highlights the number of properties that failed to meet that specification.

1.0 External Walls	PASS
2.0 Roof	PASS
3.0 Windows	PASS



<b>4.0 External Doors</b>	<b>PASS</b>
<b>5.0 Clearance</b>	<b>PASS</b>
<b>6.0 Internal Doors/Joinery items</b>	<b>FAIL</b>
<p><b>6.2 All bathroom doors to be fitted with a locking handle</b></p> <p><b>45 Roosevelt Avenue</b> – Failed – does not lock, although the Door furniture looked like it could lock.</p> <p><b>23 Cheyenne Gardens</b> – Failed – does not lock, although the Door furniture looked like it could lock.</p>	<b>2/10</b>
<b>7.0 Wall Finishes</b>	<b>FAIL</b>
<p><b>7.4 Walls should be in a suitable condition for redecoration. However minor plaster repairs (cracks and small holes) are the tenant's responsibility</b></p> <p><b>13A Uttoxeter Old Road</b> – failed in bathroom</p>	<b>1/10</b>
<b>8.0 Ceiling Finishes</b>	<b>PASS</b>
<b>9.0 Floor Finishes</b>	<b>FAIL</b>
<p><b>9.1 Floor screed, floor boards and exciting floor finishes to retained must be in a safe and sound condition.</b></p> <p><b>94 Hillcrest Road</b> – Failed – bathroom floor tiles missing and broken</p>	<b>1/10</b>
<p><b>9.3 Floor covering should be present on solid ground floors in bathrooms, kitchens and toilets.</b></p> <p><b>94 Hillcrest Road</b> – Failed – bathroom floor tiles missing and broken</p>	<b>1/10</b>
<b>10.0 Fixtures and Fittings</b>	<b>PASS</b>
<b>11.0 Services</b>	<b>PASS</b>
<b>12.0 Sanitary Fittings</b>	<b>FAIL</b>
<p><b>12.1 All Toilets and cisterns, baths and wash hand basins should be secure and fully functional.</b></p> <p><b>32 Rivermead House</b> – Failed - toilet is filthy inside</p>	<b>1/10</b>
<p><b>12.3 All taps must be fully functional and fit for purpose</b></p> <p><b>32 Rivermead House</b> – Failed – Bathroom Tap is loose</p>	<b>1/10</b>
<b>14.0 Smoke Alarms</b>	<b>PASS</b>

<b>15.0 Asbestos</b>	<b>PASS</b>
<b>16.0 Cleaning</b>	<b>FAIL</b>
<b>16.10 Stairways and steps</b> <b>23 Cheyenne Gardens</b> – Failed – Few tacks left in the stairs looks like carpet just pulled off leaving the tacks behind.	<b>1/10</b>
<b>16.13 Properties will be left free of unpleasant smells by using air fresheners when appropriate</b> <b>32 Rivermead House</b> – Failed – a dirty and smelly toilet <b>18 Yates Street</b> – Failed - Requires air freshener around flat distinct damp or death odour	<b>2/10</b>
<b>17.0 Gardens</b>	<b>PASS</b>
<b>18.0 General</b>	<b>PASS</b>

#### **General Comments (these did not relate to the above standards)**

**24 Nidderdale Court** – one wall in passage has wallpaper damage also one wall in bedroom has been part stripped. Only £15 in decoration vouchers was awarded towards the cost. This could have been improved for the amount of work required.

#### **Customer Journey Void Report Statement – Failed Report For 30 Oriel court off Osmaston Road By Harry Margett Chairman DACP.**

I went to do a Void Inspection at No 30 Oriel Court on Wednesday 2<sup>nd</sup> November 2011 on entering the property my first encounter was with sawdust and broken pieces of chip boarding all over the floor of the passageway.

I looked into the kitchen and on top of the worktops was broken chip board also on the floor was a fairly large metal frame. It was not possible to do the inspection of the kitchen. I looked into the bedroom and found a radiator propped up against one of the walls.

The bathroom toilet had what looked like black radiator silt down the inside front of the toilet pan and had not been cleaned. This flat was supposed to be ready to let but because of the condition I could not carry out my inspection.

When I got back to the Stockbrook St Office I told the housing Officer about it. She said that a contractor had gone in to replace the boiler and radiators. After talking to Errol Harriot he said that everything should be clean.

The point of this report is to highlight the lack of communication between contractors and staff of Derby Homes I could have been a prospective tenant going in to view the property with a Housing Officer. This situation could have been avoided with better communication from the Contractor & then cleaning up the mess.