

thirteen

Managing and building homes

Customer Engagement report

Tees Valley Caretaker

Introduction

Customers living in some of our outlying and remote areas currently receive a service from the Tees Valley caretaker employed by the Facilities Management Team. The duties of the Tees Valley caretaker include:

- Rubbish removal
- Litter picks
- Inspect estate damage and report issues
- Fire alarm tests and possible issues
- Vandalism
- Liaise with tenants and Neighbourhood Co-ordinators.

To deliver a more enhanced service to our customers the Facilities Management Team requested the help of the Customer Involvement team to survey all customers who receive this service to find out their thoughts on what they currently receive and what expectations they have moving forward.

In order to do this, members of the Facilities Management team met with involved customers from the Strategic and Service Improvement stream. They delivered a presentation outlining the duties of the caretaker, the areas they cover and the rota they work to. The involved customers were tasked with thinking of questions to ask the customers that receive the service in order to find out what the customers thought about the service they receive and what service they would like to receive in the future.

The following questions were decided upon:

1. Are you aware that you currently receive this service from the Tees Valley caretaker which you pay a weekly service charge for?
2. Do you know how much you pay for this service?
3. Are you happy with the service you receive?
4. Would you be willing to pay more for any extra services on top of what you already receive and pay for?
5. If you are happy to pay more for extra services please state what these services are (eg handyman service)

These questions were sent out to a total of 539 customers (279 by letter and 260 by email). A total of 60 responses were received (40 by post and 20 by email).

Results

Of the customers who responded:

- 63% were aware that they received the service
- 57% were aware that they paid a service charge for the service
- 62% were not happy with the level of service they received
- 80% were not prepared to pay any more than what they currently pay even if this was for an enhanced the service.
- 20% were willing to pay more and this would be for a handyman service.

The results of the survey showed that customers need to be made aware of the service they receive and are paying for and ensure that they are happy with the service and view it as value for money.

Recommendations

Recommendation

Ensure that customers are aware of the Tees Valley caretaker service.

Response

- Leaflets will be delivered to all customers receiving this service.
- Caretakers will be visible when out on the estates
- Caretakers will carry out door knocking to introduce themselves to customers.

Recommendation

Ensure that customers are happy with the service they receive and ensure it is value for money for them.

Response

- Provide the customers with a full list of duties of the caretaker
- Ensure that the caretakers have the appropriate equipment to carry out their duties
- Plan a route to ensure that customers get the best service possible
- Employ permanent members of staff for this role to ensure there is a consistent service for customers

It was agreed that the survey would be carried out again 6 months after these recommendations have been in place to monitor any improvements in satisfaction following the changes made.

Conclusion

This project is ongoing therefore, at present, there is no conclusion.