

# thirteen

## Managing and building homes

### Customer Engagement report

#### Introduction

#### **Consumer Standards – Home Standard**

Regulatory standards contain specific expectations and the outcomes that providers are expected to achieve. These apply to all registered providers. The Regulator of Social Housing's role is to set the consumer standards and to intervene where failure to meet the standards has caused, or could have caused, serious harm to tenants.

Within Thirteen Customer Engagement Framework we have a panel of involved customers dedicated to testing our compliance of the Consumer Standards, which includes the Home Standard.

#### **Home Standard Group**

**The group consists of 11 members and we met on a regular basis, depending on the needs of the members and the activities to be carried out. All the checks we do are to ensure that Thirteen is compliant with the Consumer Standards – Home Standard.**

We made the decision to carry out the following checks:

- Job Shadowing
- Mystery Shopping
- Investment and Repairs Telephone Checks
- Website Check
- Customer Journey Mapping
- Visits to void properties with Neighbourhood Co-ordinators
- Investment Choice Event

#### Process

#### **Job Shadowing**

Two involved Customers job shadowed a Stock Surveyor to observe checks and decisions made. The Stock Surveyor explained to the involved customers what they looked out for and why. *'We carry out surveys to assess the condition of the components to allow the asset data to be kept up to date. This is very important as it formulates future investment plans. We look for the condition of the component and give them a life expectancy based on wear and tear.'*

As it was felt that this might cause some issues with involved customers going into other customers homes with the surveyor, it was decided that the surveyor would visit an involved customers home to carry out a 'mock survey'. The involved customers observed a kitchen and bathroom 'mock' survey to confirm compliance with the Home Standards.

### **Mystery Shopping**

Three members of the Home Standard Group visited reception areas to report adaptation needs. One reported that an elderly relative is having difficulties getting in and out of the bath. We also reported a general repair and an emergency repair. However, one customer who had had adaptations carried out in his home did report that further work was needed, this was followed up with a Journey Mapping exercise with an involved customer and member of staff and further work was carried out.

### **Investment and Repairs Telephone Checks**

Four members of the Home Standard Group have made telephone calls to Thirteen customers who have had investment works and repairs carried out, to gain an insight into how the work went from the customers perspective. The responses were very positive with some customers commenting on the positive effect the work had had on their homes.

### **Website Checks**

Two members of the Home Standard Group carried out website checks to look for lettings information, complaints process and annual investment plans, checked the internet for where and when investment work would be carried out and look for policies.

### **Customer Journey Mapping**

Partnered with a Customer Engagement Co-ordinator, one member of the group carried six journey maps with customers who had received services from Thirteen. Two who had had investment work, two who had had repairs carried out and two who had had adaptations to their properties.

### **Void Visits**

Two members of the group visited the Thirteen 'Innovation' properties to observe the standard of the properties. They discussed the standard of repair/investment with the officer present and were told what would be standard and about the possibility of 'add-ons'. Both properties visited had been let and customers moving in the following week.

### **Investment Choice Event update**

A Choice Event is a consultation with customers who will be having investment work carried out to demonstrate to them what choices are available to them and what they would like in their home. When we got together to discuss a choice event we could attend, we had just missed a choice event in Chesterton Court, Norton so it was decided that we would visit a couple of customers in Chesterton Court to ask them if they were happy with the choices they were given and if they were happy that they

had been kept up to date with progress – the customers interviewed reported that they were very please with the choice they had been given.

**Conclusion**

The responses received indicate that the Involved Customers taking part found that Thirteen are compliant with the Home Standard and no recommendations for service improvement were put forward at this point.

**Jenny Brereton**

**Customer Engagement Co-ordinator**

**Signed:** .....Jenny Brereton.....

*J Brereton involved customer*

**Date:** ..... 22/10/19 .....

