

thirteen

Managing and building homes

Customer Experience – Investment Report

Introduction

Regulatory Standards set out the regulator's operational approach to assessing social housing registered providers' compliance with the consumer standards. As part of the Customer Engagement Framework, involved customers carry out a variety of checks to provide assurance to the regulators that Thirteen is compliant with the Consumer Standards.

As part of the Customer Engagement Framework involved customers are surveying customers to ask them to provide feedback on the services that they have received. This will help to identify and develop service improvements and help test the impact of new services/schemes.

Group

At the start of the Customer Experience on Investment, the group consisted of five involved customers, three of which agreed to carry out phone calls for the purpose of this exercise.

Process

The group met to discuss the process and the decision was made to devise a questionnaire asking the following questions:

1. Did members of staff show you their ID badge?
2. If no, did you ask to see it?
3. Did you still allow entry?
4. If you still allowed entry, can you tell us why?
5. Was the work carried out in the timescales given to you?
6. If no, were you given an explanation why?
7. Where there any missed appointments?
8. How did this affect you?
9. Were members of staff polite and show respect to your home?
10. Overall are you happy (1-10)

The Customer Engagement Co-ordinator agreed to contact the Investment Team for names to contact, prepare the questionnaire and the contact lists then forward them, along with the prepared script and contact sheet, to the three involved customers who had agreed to carry out calls.

All three customers used Customer Engagement mobiles to make the calls.

The involved customers were given 10 working days to carry out the calls and could call as many times as they want to within this timescale in order to get as many responses as possible.

By the deadline date, due to illness and lack of response, only seven responses to the questionnaires had been completed. Additional time was given to carry out further calls and two newly involved customers expressed an interest in joining this engagement stream of work. Arrangements were made for the two newly involved customers to carry out further calls and they were given 10 working days.

Findings

Of the 23 respondents:

- 19 reported that the operative had shown their id badge, of the four that didn't
 - Two couldn't remember but had received written notification from Thirteen
 - One reported they could see the logo on the t.shirts and
 - One lived in supported housing so operative was let in by staff.
- 17 reported that timescales were kept, of the six that didn't
 - Two were rescheduled
 - One reported that it took longer due to cladding holes in the wall
 - One reported that the kitchen was fitted wrong and the asbestos test failed
 - One reported that the heat detector had to be resealed resulting in the ceiling being left in a mess
 - One reported having a terrible experience. The refit lasted 17 weeks rather than the 17 days she had been told.
- 18 reported that there were not missed appointments, of the 5 who did experience missed appointments
 - One reported that they came the following day and
 - Another said they felt terrible, angry and let down
 - Two reported missed appointments but said the work was carried out quickly
- 4 customers felt that staff were not polite/did not show respect for the customers home.
- 22 customers reported that the site was kept clean and tidy
 - One reported that a small amount of rubbish had been left behind by contractors replacing windows.

Conclusion

At the end of the process 23 questionnaires had been completed and the overall score of how happy customers were with the service they received was 8.2.

Recommendations

Communication with the customer is vital.

- All operatives are reminded of the importance of showing the customer their id badge before entering a property.
- All appointments times are kept to. Where this is not possible, the customer should be given as much notice as possible to enable them to re-schedule their calendars and new appointment times should be agreed with customer to ensure it is convenient to them.
- All staff are advised to respect the customer, and their home, and to remain polite and courteous at all times.

Valerie Scollen, Chair Customer Engagement Framework

Signed: V. Scollen

Date: 30.10.19

Jennifer Brereton, Customer Engagement Co-ordinator

Signed: J Brereton

Date: 30.10.19

