

New tenancy experience Customer Involvement Report Customer Stream Lead – Beverley Mathers

Introduction

The Customer Involvement team were approached to carry out consultation on the experience and communication received by customers within the initial stages of sign-up through to them settling into their new home in the first few months.

The aim of the consultation was to identify trends in customer experience with examples of good practise and areas that may require improvement.

Consultation

The customers were contacted by phone and invited to participate and agree to commit to regular contact to share their experiences throughout a 6-month period. This data was then recorded and added into customer journey maps (see Appendix 1).

Findings

The main findings were as follows

- **Gas capping** this needs to be communicated to customers before and after moving into the property. The uncapping should be done on move in day so that customers can have access to hot water and heating.
- Repairs not completed in the void period there should be an inspection period for repairs before moving in to ensure the home is in a ready to let condition.
- Communication between contractors and Thirteen was poor this affected the ability to provide updates to the customers.
- Extended periods of times when the customer received no communication regular check ins with the customer are needed to keep them informed, especially before they move in as this can be a stressful time for customers.
- Customers contacting their Housing Services Coordinators and not receiving a response - This means the customer is chasing their Coordinator or looking for other means of contact and are left feeling frustrated and not valued. Also increasing unnecessary contact into Thirteen.
- Customer feeling overwhelmed with viewing, signing a tenancy, and receiving the keys within a short period of time (sometimes all on the same day). These timescales should be communicated to the customer in advance to ensure they are taking place at a time and speed the customer is comfortable with before going ahead. If the customer is not comfortable this should be considered.
- One customer is a wheelchair user and did not feel that this was considered.
 It is important that all customer's protected characteristics are identified and
 considered by all colleagues on a case-by-case basis, from the very beginning
 onwards.
- Where a Housing Services Coordinator has provided their direct work phone number to customers the communication is good, and the customer experience is improved.



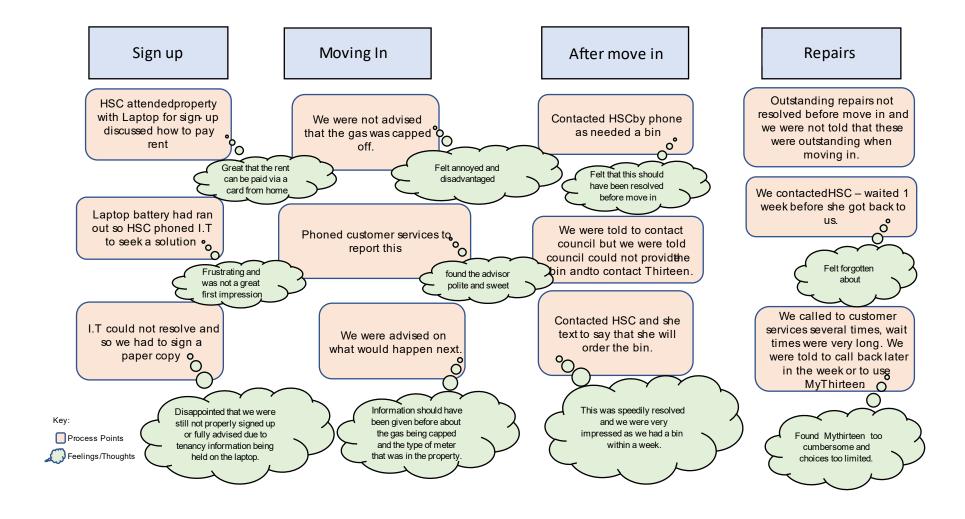
• The touchpoint advisors were noted to be polite, friendly, and supportive. This helped to build a more positive relationship with the customers and encouraged a positive view of Thirteen.

Conclusion:

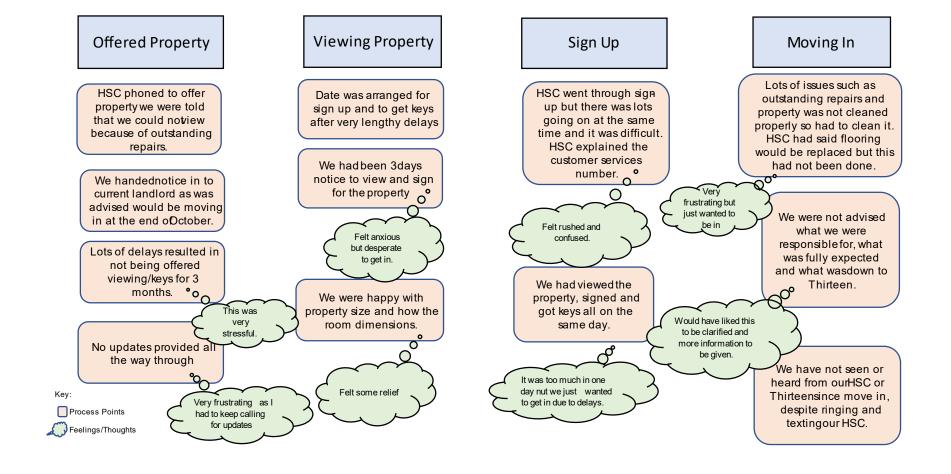
Communication and the internal process of the communication needs to be improved and consistent in some areas to ensure customers feel well supported and valued. All customers regardless of their situation or protected characteristics should receive a personal service and experience. Improvements in the areas identified in the findings will create a better customer experience and create more fans of Thirteen.



Appendix 1







Application process

I had encountered numerous problems with tees valley home finder when I logged in to view and bid on properties

A property became available but when I tried to bid on it, it would not accept the bid because of a technical error.

This was extremely frustrating

When I tried logging back into my Mythirteen account I was unable to gain access. I did call thirteen to explain the issue and was advised that a technician would return my call, but they did not.

Key:

Process Points



Application process

I made two further calls to tees valley home finder in the following weeks to see if the problem with my account had been rectified. It had not, however, a gentleman I spoke to said staff were able to make bids for customers if issues arose and that if a property did come up to call back.

I called to see if there was any further progress with my account and if anyone could bid on my behalf. I explained that I was unable to log in to Mythirteen account as well and no one had called me back after I had reported this. When the lady was unable to help me, I asked for the email address to make an official complaint.

I was becoming increasingly frustrated as I didn't want to miss out on another property

This wasn't enough time, so I ended up paying rent for an extra week on my existing property. I didn't feel she offered me any help and support with the house moye.

Application Process

I was informed by a member of staff that I can contact my HSC to support with the moving process and I can find their contact details on the Thirteen website...

I no idea what a HSC was and how they could assist

I searched for the HSC's email address on the thirteen website. I contacted my HSC to state that I was matched with a property 2 weeks ago and wanted to arrange a viewing.

I was becoming increasingly anxious about the situation and had not heard anything from her for weeks previously.

My **new** housing services coordinator did not call me to discuss my situation and offer any support. She let me know by email on the Monday that it was available to view on the Friday of that week or the Monday after. I was told I was expected to sign the same day with a transfer time of 3 days.

After move in

I was not told that the gas would be capped so I went about 5 days without hot water

There was a large amount of outstanding repairs including a leaking roof, the voids team had to visit again to look. I was told they would be fixed.

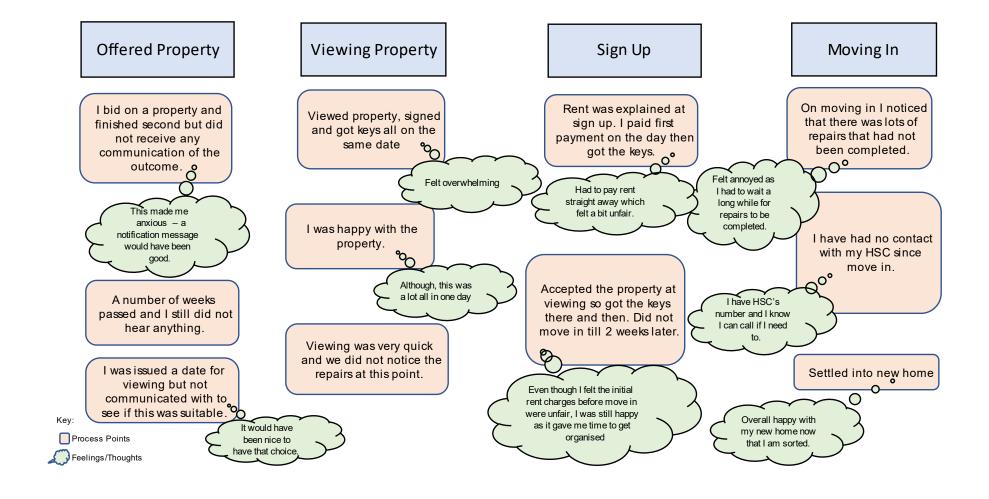
This was difficult with three kids

6 weeks later I had to report the root again as it has not been fixed and now the ceiling is damaged. I have not seen my HSC since I signed my contract. I have emailed her but have not had a response. I called the contact centre because my rent account payments had went to my old address as mynew HSC did not tell me that my rent account number changed when

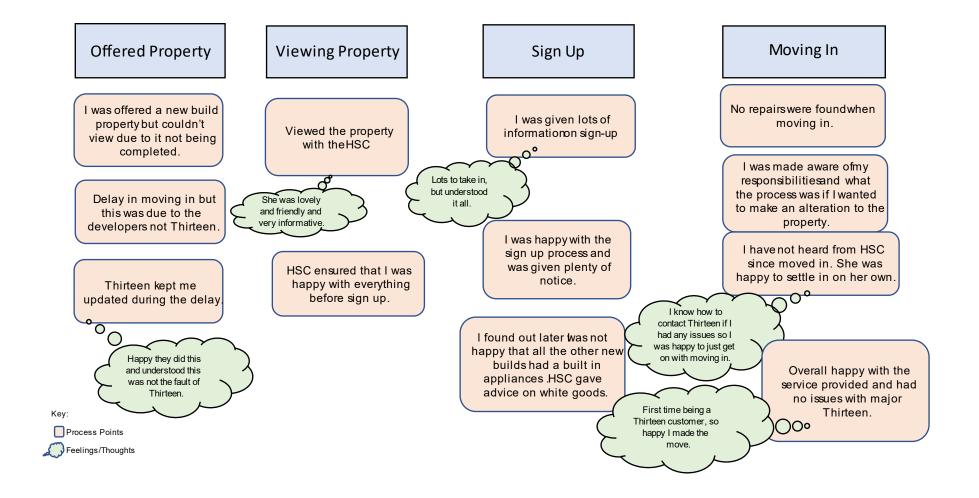
moving.

Moving was made a lot more stressful because of all of the problems throughout. I gave feedback on a survey and was told I would receive a phone call but I have not had this yet...

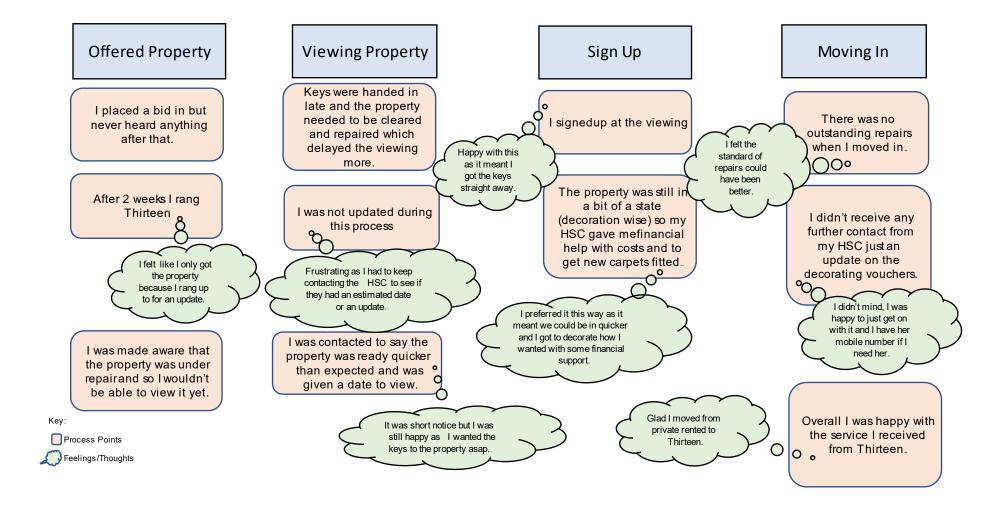












Offered Property **Viewing Property** Sign Up Moving In HSC contactedus 3 months after the Upon moving in we found Viewed inside, signed the application viaelephone to say that she substantial amount of tenancy agreement and We applied forthe had no word from the builders and that outstanding works and poor received the keys all on property and heard she had received no communication quality repairs. the same day. nothingfor 6 weeks. regarding the work or timescales. This meant we could only view the outside of the house. °O Had to call Thirteen for gas to We were informed that we be uncapped and report 6 weeks later we were This felt pointless would be paying rent outstanding repairs not toldwe could not view and like we were straight away despite the finished by workmen second class citizens. because of outstanding property not being ready. repairs Wanted to view the whole property as my husband has Not acceptable, contractor's recently had a stroke and is in a Unhappy as we were We could not move in as progress and work should told we had to wait 12 wheelchair so we wanted to 9 have been checked. cleaners had not cleaned weeks for repair access suitability and room the property yet. O sizes for furniture and mobility, circumstances HSC advised there was major were never We had to make numerous repairs but we didnot receive considered and felt phone calls to customer that we were just any communicationabout Viewing inside the house services and our HRC and part of a process them until 3 months after we was not until move in day. We were rushed through as it took months to correct and another had applied for the property. cleaners needed to enter to repairs. clean the property. It was 2 days before Christmas and were told services in Key: Thirteen should have had Felt angry and very annoyed as we We were annoyed that Thirteen would not ben more interaction with we had to wait and running until after New Year were paying rent and unable to live in Process Points builders to get progress of the property due to a leak - Thirteen chase Thirteen. works/ repairs. said property was in a liveable state. Feelings/Thoughts We disagree.