

New tenancy experience

Customer Involvement Report

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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













