

ReAction Report For Neighbourhood Services Mystery Shop July 2009

This Mystery Shop was conducted to evaluate tenancy advice provided by staff over the telephone and customer service in regards to a home visit. Please refer to the Neighbourhood Services Mystery Shop Evaluation for the full analysis. Our response to the remedial actions identified as a result of the exercise follows.

Area for improvement	Responsibility	Our response
<p>Customer Service</p> <ul style="list-style-type: none"> In four instances, Customer Service Officers (CSOs) failed to give their name when answering the telephone. In four instances, CSOs failed to ask if there was anything else they could help with at the end of the call. One CSO was perceived as rude and unhelpful as they could not answer their questions. 	Customer Services Manager	<p>This will be discussed in team meeting and further training will be given especially for all new staff in the Customer Service team.</p> <p>Special training will be given on the Customer service Standards.</p>
<p>Scenario 1: Request of tenancy advice: lodgers</p> <ul style="list-style-type: none"> One mystery shopper commented, "I was told that someone would call be back as reception staff 'don't know about this sort of thing'. No one called me back." 	Customer Services Manager	Special training will be given on the Customer service Standards.
<p>Scenario 2: Request of tenancy advice: transfer request</p> <p>Poor responses were given in the following:</p> <ul style="list-style-type: none"> When asked about how a tenant should apply for a transfer, 	Customer Services Manager	This will be discussed in team meeting and further training will be given especially for all new staff in the Customer Service team.

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<p>one caller was told they would have to “go on a list” – they had to be prompted to advise the mystery shopper of needing to complete an application form.</p> <ul style="list-style-type: none"> Regarding advice on the type of property the tenant would be entitled to, one caller was told by the CSO, "I am not a housing officer - I only work in the call centre". 		<p>Special training will be given on the Customer service Standards.</p>
<p>Scenario 3: Request of tenancy advice: compensation for improvements</p> <ul style="list-style-type: none"> Both mystery shoppers were advised that no compensation would be available for the tenant either because permission was not granted before the work had been carried out or that “no compensation is available for this kind of thing”. Both responses are incorrect. 	<p>Customer Services Manager</p>	<p>Training will be given and Customer service officers will be advised to make themselves aware of the tenancy agreement-tenants rights.</p>

If you have any further questions or comments please do not hesitate to contact us:

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