

ReAction Report For Aids and Adaptations Mystery Shop November/December 2007

This Mystery Shop was conducted to evaluate aids and adaptations advice given to our customers. We did this by testing the advice provided when mystery shoppers contacted Gloucester City Homes. Please refer to the Aids and Adaptations Mystery Shop Evaluation for the full analysis. Our response to the remedial action identified as result of the exercise is as follows.

Weakness	Remedial action required	Responsibility	Our response
<ul style="list-style-type: none"> Customer Service: on two occasions the caller was not asked if there was anything else they could be helped with at the end of the conversation and one mystery shopper found the CSO answered the telephone too quickly. 	Training of Customer Services team	Asset Management Team	Our Customer Services team will receive an awareness session on the service standard for answering telephone calls.
<ul style="list-style-type: none"> Advice provided: the time span for the work to be completed, as stated in the Service Standards, was not given by the CSOs; there was one case when the caller was not advised an aid may be obtained from the County Council free of charge; and there were 3 occasions when the CSOs incorrectly advised of the implications should the customer move within two years. 	Training of Customer Services team	Asset Management Team	Our Customer Services team will receive training/awareness session on the Aids & Adaptations Service Standard.

REACTION



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

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