

## ReAction Report For Neighbourhood Services Mystery Shop November 2007

This Mystery Shop was conducted to evaluate our Neighbourhood Services. We did this by testing tenancy advice provided via the phone, and customer service in the request for and experience of a Neighbourhood Management Officer's visit. Please refer to the Neighbourhood Services Mystery Shop Evaluation for the full analysis. Our response to the remedial action identified as result of the exercise is as follows.

Area for improvement	Our response
<ul style="list-style-type: none"> <li>• <b>Request of tenancy advice - lodgers:</b> on one occasion a Customer Service representative was perceived as responding to the mystery shopper "bluntly".</li> </ul>	<p>This will be addressed with the Customer Services team in a team meeting alongside a review of the mystery shop feedback.</p>
<ul style="list-style-type: none"> <li>• <b>Request of tenancy advice - transfer request:</b> the CSO failed to advise that the Neighbourhood Management Officer will request information about the customer's household and will advise on entitlement regarding a transfer. The CSO did not offer full advice regarding the transfer list waiting time, which can be dependent on the number of points a customer has, and the existing demand for the area requested. The CSO did not ask the shopper if there was anything else they could help with at the end of the conversation.</li> </ul>	<p>Transfer application and points system awareness session to be delivered to the Customer Services team.</p>
<ul style="list-style-type: none"> <li>• <b>Request of tenancy advice - compensation for improvements:</b> the mystery shoppers were not given correct advice by the Customer Service team regarding possible compensation for an improvement. One of the CSO's failed to ask if there was anything else they could help with before the conversation ended.</li> </ul>	<p>Information on compensation for improvements to be circulated to the Customer Services team.</p>
<ul style="list-style-type: none"> <li>• <b>Request of a home visit by a Neighbourhood Management Officer:</b> one mystery shopper was dissatisfied with being given an appointment eight days after the initial phone call and, moreover, the NMO failed to arrive without any notification that they were unable to attend.</li> </ul>	<p>Customer Services team to ensure that appointments are made within 5 working days and to book with another NMO if necessary to meet service standard. Issue of non-attendance at booked appointments to be raised in the next Neighbourhood Services team meeting.</p>

# REACTION



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

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