



Tenant Inspectorate Project

Choice Based Lettings

Tenant Inspectors findings:

We have now:

Inspectors found that print size on application form should be bigger. Suggest that paper used for application forms is not glossy	Stopped using glossy paper to enable easy reading.
Statement on website to state that forms need to be printed off, signed and sent to Sandwell Homes	Included a statement on the website to print and sign application form
Customer Care training to be provided for all Property Shop staff.	Provided refresher training for all front line officers.
Quality of Newsletters should be improved and translation strap lines available on all documents	Revised the Newsletter.
An explanation on 'Property May become available' should be stated. Group these property types together on the Newsletter.	Added an explanation 'Property may become available' on the website.
General functionality of website to be reviewed	Reviewed the general functionality of the website.
Offices to advise customers on all methods of applying and bidding available.	Provided refresher training in our Neighbourhood offices on the Choice Based Letting process.
Recommend that a check/crib sheet is	Revised the frequently asked

<p>developed to either handout/discuss, View on website or assist telephone enquires to advise on stages of CBL .</p>	<p>questions in neighbourhood offices.</p>
<p>Customer Care service standards to be adhered to at all times. Training/Team briefing to be given where necessary. ID badges to be worn and visible at all times. Follow a more professional approach at all times. Food should not be eaten at desks (where a kitchen is provided).</p>	<p>Passed all comments on in team briefs, and training has been given.</p>
<p>Information should be clear and visible in office windows & reception notice boards. 12 month rule to be A3 size and visible. Translation strap lines to be in different languages not just English again should be A3 size.</p>	<p>Produced an A3 poster which is displayed in property shops.</p>
<p>All Property Shops should have a presentable Expression of Interest/bids box.</p>	<p>Replaced interest/bid box in all Property Shops</p>