



Tenant Inspectorate Project - Customer Care Inspection

Tenants Inspectors findings:

We have now:

More services are delivered via the estate offices – need to be more considerate of residents with disabilities.	Implemented a review of customer contact and customer access across all local offices
At one of the offices the disability handrail on the front had paint flaking off and was rusty	Re-painted the handrail at the appropriate office
Not all information was consistent across neighbourhood offices	Implemented a review of customer contact and customer access across all local offices An Office checklist will be implemented following the review.
It was found that all calls were not answered within timescales on the Golden Number	Ensured resources are available to meet call demands
Staff should check that they have answered customer's queries. Staff need to keep individual residents informed of their progress of their queries	Implemented telephone call handling training to all Customer Service officers.
It was noted that not all staff members wear their name badges at all times	Reminded officers that they must wear name badges at all time. Spot checks will be carried out in Neighbourhood and Estate offices.
Customers stated that there should be more cashiers at busy times	Tried to ensure that where possible all cashier positions are available at busy times
There should be consideration	Implemented a review of design

to make provision for customer comfort e.g. toilet/changing facilities/private	specification for Housing Services Centres and will include toilet facilities where practical.
Officers should confirm that the customer is happy to discuss their issue at reception or whether they would prefer a private room	Ensured signs are visible in each office advising customers they can request a private interview room, where rooms are available
Receptions were not always covered	Ensured receptions desks are covered at all times.