



**Tenant Inspectorate Project**

**Decent Homes**

**we have now:**

<p>All customers should receive letters from Sandwell Homes and Contractors at the appropriate stages.</p>	<p><b>Ensured that customers receive letters accordingly as part of the process.</b></p>
<p>Contractors should adhere to agreed appointment times.</p>	<p><b>A process in place to monitor customer satisfaction on appointments.</b></p>
<p>We suggest that a checklist is developed for Customer Liaison Officers to give to customers, including: -          Record personal information          Survey form completed          No-works disclaimer complete (if applicable)          Customer Information pack left          CLO contact details          Explanation of work to be carried out</p>	<p><b>A standard checklist to confirm information at survey visit is complete and clear.</b></p>
<p>Access to Customer liaising officers should be available during working hours and an emergency number available out of hours.</p>	<p><b>A process in place providing customers with a contact number for Customer Liaison Officers and out of hour emergencies.</b></p>

All messages to be responded to within a reasonable timescale.	
Employees should wear ID badges at all times and in a visible place.	<b>Reminded all employees that name badges should be worn and visible at all times.</b>
Suitable venues for open day events should be available. Sufficient information should be available for customers to take home Signage should be visible advising customers where to go at the venue – officer directing customers if necessary Event times should be suitable for residents to attend.	<b>Reviewed our customer care process to ensure venues are suitable and available for all tenants to attend.</b>
Mystery Shopping - Access – out of hours: - Offices/points of contact should provide an out of hours facility/answer phone which must include an emergency contact telephone number in the message All messages left should be returned within timescales as set out in the service standard Customers should be treated courteously at all times	<b>Developed a plan to improve access during the day as well as out of hours.</b>
Customers to be advised of the level of disruption they should expect during work to properties (before work starts).	<b>Introduced a DVD which will be given to all customers prior to all work starting at their properties.</b>
All properties should be tidied up after work is carried out	<b>Reinforced this to all operatives and will be monitored via our customer satisfaction surveys.</b>
All contractors should complete a handover document and signed by customers.	<b>Introduced a handover procedure where customers are given a copy for their information.</b>

<p>Ensure at least 80% of customers' complete 'choices of work form' before decisions for work on a high rise block are under taken.</p> <p>All Customers must receive confirmation of colour choices as soon as it is decided.</p>	<p><b>Agreed with partners that 80% of customers will be contacted where possible for consultation on their blocks</b></p> <p><b>Confirmed customers will be notified of colour changes to their blocks.</b></p>
<p>All information should have strap lines in minority languages.</p>	<p><b>Agreed with Partners that all letters and flyers will have the 'offer to translate' on the reverse, and Partner staff will be offered the use of interpreting and translation services.</b></p>
<p>All customers must receive confirmation of colour choices as soon as it is decided.</p> <p>Special needs should be taken into consideration with all customers.</p>	<p><b>Ensured that information packs are sent to every customer and that electronic copies are available should any non receipt be identified?</b></p>
<p>Timescales should be communicated to all tenants with regular updates where slippages may occur.</p>	<p><b>Ensured that Partnerships timescales and slippages at both Design and Construction stages will be communicated in writing to customers involved in the project.</b></p>
<p>Customer Liaising Officers should provide information to action groups to include in newsletters to provide information to other customers.</p>	<p><b>Agreed with Partners and Customer Liaison Officers to support feedback to and from Action Groups by including a specific feature on projects in newsletters.</b></p>
<p>Consistent approach to involving residents in environment works.</p>	<p><b>Agreed with Partners that customers will be consulted with on landscaping and environmental options where appropriate.</b></p>

