

Housing and Neighbourhood Service Customer Service Away Day June 2019

What is today for?

Today is about taking some time out to:

1. Find out about what's going on in the Service
2. Take part in group work on Customer Service

Timetable

1. Welcome
2. Service Area Updates
3. Ice breaker
4. Customer Service Discussion and feedback
5. Close

Service Updates



Safer Corby Team

- Safer Corby Strategy & Community Safety Partnership
- Neighbourhood management, community engagement & Community Safety
- Reducing crime & the fear of crime

Housing Options & Strategy

- Homeless Reduction Act –
One year on
- Structure Changes
- Rough Sleepers
- Unitary Ready

Business Transformation and Improvement

- QL, 1st Touch, Documotive
- New Team, BTI, BTI Housing Finance
- Policy
- Performance, Reporting
- Continuous Improvement

Repairs & Maintenance

- Restructured June 2018
- Housing repairs, improvements, out of hours service, projects
- Service delivery in accordance with AMS
- In house operatives, framework contractor, other contracts
- Corporate fleet management

Landlord Services

Structure: 3 Distinct Services each with a Manager

- Tenancy Management: - Tenancy Team Manager
- Income Management: - Income Team Manager
- Support Services: Housing Support Services Manager



Performance: Focus

- Voids and Void turnaround times
- Arrears and Debt Recovery
- Customer Satisfaction



VOID

Development Team

- Housing Development Strategy
- Housing Development Programme

Schemes

- Kings Park and Fairfields
- Stanion Lane
- Neville House
- Wilby Close
- Barnard Garage Conversions

Ice Breaker Session

With colleagues on your table:

- Find out an interesting fact about someone you don't usually work with
- Decide as a group what the most interesting fact in your group is
- Decide if H&NS gets more complaints now than in the past

Customer Service

Three scenarios to discuss:

Is it a complaint, an appeal, or
dissatisfaction?

Do you know the difference?

Types of “complaint”?

1. Service request
2. Enquiry
3. Dissatisfaction
4. Appeal
5. Complaint - 3 stages

Dissatisfaction, appeal, complaint, request?

One:

Seven new build 2 bed houses were advertised, subject to a Local Lettings Policy

Mr P, a band A applicant placed a bid. He was 7th out of the band A applicants but did not get an offer.

Mr P felt that this was extremely unfair as his need was greater than those in the lower bands who were successful.

Dissatisfaction, appeal, complaint, request?

Two:

Tenant with 2 young children calls complaining of damp and black mould growth in the living room.

Tenant advises it was treated before but has come back worse.

Concerns raised regarding health of tenant and children

Dissatisfaction, appeal, complaint, request?

Three:

Phone call from Council tenant:

“Housing Officer said I can’t swap my house as I’ve got rent arrears, I applied ages ago and heard nothing, now I’ve had a letter. I’m not happy with the decision”.

Feedback