



Sign Up Pack and Initial Visit Audit

By Resident Inspectors

Introduction

Resident Inspectors were approached initially to start an audit on the current system in place for the sign up process and also the information pack that is provided. This process has never been reviewed and it was agreed by the Resident Inspectors that this would help identify any gaps or issues that may be occurring at this stage.

In addition to this the Resident Senate was also keen to review the Initial Visits that are made by officers after a tenant is signed up to a property. This audit would prove to be beneficial to identify the satisfaction levels from residents.

The main objectives are as follows:

- To inspect the current sign up process of a new tenancy and the information provided to customers.
- Clarity between the sign and follow up visit (what information is provided)
- Capturing tenant feedback and satisfaction levels of service
- Identifying recommendations and ways to improve process/procedures
- To review information given to customers at the point of sign up (information packs)
- To ensure that Severnside Housing are meeting the requirements required for Equality and Diversity
- To ensure that initial visits are being completed within the first month of sign up
- To capture customers views and opinions on the way that the initial visits are conducted
- Recommendations on ways to improve the initial visit process

Questionnaire methods

To help ensure that customers who have been through these processes are contacted a list of people were provided by the Allocations team. As per the request from Resident Senate a list was provided to capture feedback from people who moved into their properties from April through to October 2012. This list also covered the north and south of Shrewsbury.

To complete the questionnaires 4 Resident Inspectors carried out telephone surveys to customers.

From the lists of names contacted there were a total of 149 calls made to residents. There was a success rate of 28 people who completed the questionnaire over the phone and the remaining people either declined to complete the questionnaire, requested a call back, no reply or incorrect telephone details were provided.

Findings

Sign Up Process Results - The Resident Inspectors found that the overall satisfaction from customers were that they are happy with the current sign up process. However it was assumed that many of the customers were keen to receive their keys as soon as possible to move into the property. From the information collected it is clear that all customers are happy or very happy with the information provided during the sign up and all agreed that officers treat them fairly and sensitively.

Sign Up Pack Information – It was clear at the start of looking through the information provided at sign up that there was far too much information provided. To help identify what is needed to stay in the pack an internal meeting was held with Allocations, Senior Neighbourhood Officers, Senior Income Officer and Senior Surveyor. This meeting was organised to help look at what was relevant and also what information can be left in the property for new tenants (i.e. How to operate your smoke alarm, Emergency Evacuation, Storage Heaters and Economy 7 Water heating if relevant).

It was found that currently all corporate leaflets are placed within the bags and it was felt that this was not value for money and these should be offered but only given on request from customer.

A lot of the information currently in the sign up pack is out of date and should not be given out; this information should be removed immediately. The satisfaction from customers when asked about the information provided at sign-up was positive and 26 people stated that the information provided was clear and they were happy with the information provided.

Initial Visit – The Resident Inspectors found that everyone they spoke to felt that they had been treated fairly and sensitively and that they were happy with their visits, however it was clear that a high proportion of customers did not know who their Neighbourhood Officer is. The survey also clearly showed that customers found the initial visit very positive and useful. Comments were received with regards to issues being resolved because of this visit but also an opportunity to run through things relating to the property.

As part of the survey a question was asked if people had received an initial visit, from this the majority of customers did receive this however there were a small proportion of people

who did not and would have liked to have had a visit from an officer. Reasons as to why they did not have a visit were unclear.

Recommendations

The following is suggested to help improve the ways that both Sign-Up Process and Initial Visit are completed.

1. Clearer introduction at the sign up meeting – introduction and explanation of officer's role.
2. Sign up pack information - All information that is currently out of date or not relevant should be removed. Some of the information provided in the packs can be collected from reception or should be considered to be included in new tenant's handbook. Further planning to be done by all teams involved to ensure that information is provided in the pack or left in property (if relevant).
3. More information to be provided at sign up to customers to explain the role of a Neighbourhood Officer and who their contact will be.
4. All customers who received an initial visit were satisfied and agreed that it was positive. Work to continue to ensure that all new customers are visited when moving into a new property.