

CAPITAL SCHEME SURVEYS

S&I send to Admin 1 weeks notice to produce Tenant Profile

Responsibility:
S&I

Responsibility:
ADMIN

- Run the latest up to date **Customer Contacts List including vuls-warnings**
- 48 hour customer survey to update Contact Details
<https://www.surveymonkey.co.uk/r/3ZZXQHB>
Includes Social Distancing Film
- Tenant Profile produced including columns for start to finish staff

Responsibility:
S&I

Key Communications that will happen (email/text or if neither phone call)

- **Notice 1 – Property Surveys** - Book appointments via email merge/calls
- Ensure vulnerabilities considered
- **Notice 2 - Approved List** - Following Survey bulk email/text– You are on our Programme
- **Notice 3** -We're on our way intro email/text
- **Notice 4 – Pre contract checks** Pre Contract checks bulk email/text
- **Notice 5** - Social Distancing Choice Events invite (Pilot complete) bulk/email text
- Text/email start
- **Notice 6** - Hi, bye and text/email customer satisfaction guaranteed survey
https://www.surveymonkey.co.uk/r/Capital_2020
- <https://www.youtube.com/watch?v=nyjjKm48O8g&feature=youtu.be> - Should be included on all customer notification, emails, or texts (This is really important)

Responsibility

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Communication and Marketing

- Internal communications via Yammer
- Promote choice events (Social Distancing)
- Need to link translation boards to surveys and other promotion
- Social Distancing thank yous

CREATED:
June 2020