

Learning from 3C's – November 2008 onwards

The following learning from 3C's feedback has enabled changes to processes and practices to improve service and customer experience.

Service Area	Complaint, Comment or Compliment	Resolution	Learning applied
Rents	Former tenants complaints regarding wording on first letter notifications of debts owed	Many tenants don't realise smaller debts are owed at the end of their tenancy. Specific complaints answered. In the case of an elderly tenant who transferred to a sheltered scheme & was not advised of the debt on leaving, flowers were delivered by the Rent Collector to apologise	<ul style="list-style-type: none"> ➤ Former tenant process amended ➤ Pre-termination statements now sent to notify of balance outstanding ➤ Debt letter replaced with an invoice as the first interaction following tenancy end. ➤ Devised the "Ending your tenancy" leaflet to assist those dealing with the affairs of the deceased
Rents	Complaint from the next of kin of a former tenant	Again, wording of the letter not thought of as compassionate enough	<ul style="list-style-type: none"> ➤ Former tenant process amended ➤ Debt letter replaced with an invoice as the first interaction to next of kin following tenancy end. ➤ Devised the "What to do when someone dies" leaflet to assist those dealing with the affairs of the deceased

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Rents	Complaint regarding some of the wording on Quarterly Rent Statements	Complaint answered; partly justified	➤ Wording clarified for future use
Caretaking	Complaints regarding standards in blocks	Individual issues resolved	<ul style="list-style-type: none"> ➤ Caretakers now BICS trained ➤ Monitoring Officers are attending Tenant & Resident Associations ➤ Tenant & Leasehold Inspectors are being trained to inspect blocks ➤ A Quality Standard document has been produced to assist with star rating high rise blocks
Estates Aspley	Complaint regarding overgrown hedges and gardens not being considered in Estate Inspections	Complaint answered & individual issue resolved	➤ Rear gardens now being checked in Estate Inspections
Estates Bestwood	Complaints regarding telephone calls not being returned to customers in a timely fashion	Complaints answered & individual issues resolved	➤ New method of recording & picking up messages devised
Estates Bestwood	Complaint about the upkeep of former garage site	On investigation it was established that this large piece of land was not being maintained by Street Scene.	➤ Arrangements were made to include the site on the Asset Register ensuring that Street Scene will carry out regular maintenance in the future

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Estates Bestwood	Comments regarding repair issues following mutual exchanges.	Property Services have had to carry out extensive structural and electrical work after exchanges have taken place	➤ AHM & Property Services Service Manager met on 16 October 2008 to map new ISO processes. Likely that Property Services surveyors will attend properties prior to mutual exchanges being approved.
Estates Bestwood	Complaint regarding use & condition of a drying area	Complaint investigated – liaison with Street Scene improved.	<ul style="list-style-type: none"> ➤ Office now receives a schedule of works undertaken by Street Scene ➤ Drying areas now inspected as part of estate inspection ➤ HPMs undertook a survey of drying areas
Estates Bulwell	Complaint regarding high levels of ASB and no visible action being taken by authorities	Higher visibility of Community Protection personnel and the police to provide assurance to residents. Images from CCTV regularly viewed to identify perpetrators following reports of incidents	➤ Evidence of improved partnership working in response to complaints of high levels of ASB
Estates St Anns	Complaint regarding ASB from a local registered social landlord tenant	Joint action with Spirita to resolve issues	➤ More effective links and joint working developed with Spirita

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Estates St Anns	Complaints regarding ASB and rats in green areas on an estate	Shrubbery on the site cleared & area grassed over	➤ Involving residents in deciding how to resolve local issues in an effective way
Leasehold	Complaints regarding lack of a response to requests for repairs & to quote for replacement windows at the leaseholders expense.	Individual issues resolved	➤ Leasehold awareness training sessions devised & delivered to staff to improve understanding & obligations
Voids & Allocations	Comment from new tenant regarding not knowing when bins should be put out	Advice given	➤ To put bin days into new tenant information packs
Voids & Allocations	Comments from new tenants regarding the welcome pack	Contents reviewed & consultation undertaken with tenant groups	➤ Contents of the pack changed to meet customer need

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Repairs	Complaints regarding missed appointment slots	During Customer Conferences held at the Ice Arena Director Mark Johnson held several workshops. Customers discussed these appointment slots in relation to value for money. Customers felt that although the two hours and Saturday slots should be available for those service users who need them. The four hour slots should be reinstated as they provided better value for money. This feeling was echoed by customers at meetings held by Gary Whitaker, Head of Service for Repairs at the Denewood Centre.	➤ Issues resolved & apologies given. New Repairs contract prescribed 2 hour appointment slots, but many customers were happy with the previous 4 hour that provided greater value for money.
Repairs	Comments regarding the accessibility of appointment times for Technical Investigation Officer visiting to assess work that is the subject of a complaint	Technical Investigation Officer now visits tenants who are restricted with their working hours in the evenings and weekends where required.	➤ To offer a more flexible service for this area of the business for Customers.
Repairs	Complaints regarding time taken to replace fencing	To manage customer expectation re fencing & to produce programmes of work to complete outstanding actions in a planned way.	➤ Ten week fencing programme introduced to clear priority backlog.

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Repairs	Complaint regarding shower pipes not being chopped into walls & being hard to keep clean/ free of mould	Complaints answered & alternatives explored	➤ Solution of chrome plated pipe secured at minimal additional expense. Customer satisfaction dramatically improved
Repairs	Comments regarding faults with electric fires from vulnerable customers.	NCH will now replace bulbs for vulnerable customers free of charge.	➤ The Repairs Contact Centre spends time ensuring that the fault is correctly diagnosed at the stage of reporting.
Repairs	Complaints regarding the time taken to complete repairs when scaffolding is required	Complaints answered	<ul style="list-style-type: none"> ➤ Maintenance Managers prioritise jobs with scaffold & contractors are instructed as soon as the requirement is known ➤ Managers are informed as soon as the scaffold is erected so work can start ➤ Managers inform contractors as soon as work is completed to remove scaffold to minimise cost
Repairs	VMS score low on the quality of response to complaints.	The Customer Relations Manager has developed a set of standard letters to cover the majority of complaints received, e.g. missed appointment and apology.	Thus ensuring a consistency in responses to complaints, in particular repairs.
Repairs	Appointments made following complaints are not being kept.	A unique appointments diary has been set up that is being sent to the Repairs Managers weekly ensuring	To ensure that appointments that are being made following complaints are being made and

		these repairs are completed and on time.	kept appropriately.
Repairs – Dec 08	Complaint about communication between pest control & repairs not working resulting in works not being completed.	Fiona Greenwood set up a new pro forma for the pest control team to use when identifying repairs. This is then passed to the RCC to input and save on the shared drive.	This has prompted better communication resulting in works being completed first time that Pest Control report. 3 test cases to date and feedback has been positive on all cases.
Housing – Dec 08	<p>Customer complained regarding reasons a mutual exchange procedure had been refused.</p> <p>Although the refusal reasons were correct under the Housing Act neither party had been informed within the time allowed (ie 42 days) and the exchange stood.</p>	This exchange highlighted a number of procedural errors which will be rectified in an upcoming review of the mutual exchange procedure.	Will assist in reducing the number of complaints in this area in the future.
Housing – Dec 08	<p>Customer requested re-housing on grounds of overcrowding. The applicant was advised that she would not be considered due to rent arrears.</p> <p>The tenant then explained that she was registered bankrupt and as such could not pay off the arrears. Bankrupt applicants are not specifically covered by the NCC/NCH Allocations Policy.</p>	Details of the case have been forwarded to the Homelink Team for discussion. Legal advice is now being sought for inclusion in the currently ongoing Allocations Review.	Will assist in reducing the number of complaints in this area in the future.