

Summary of planned activities and service improvements which should improve tenant satisfaction with Housing services

Service Area Requiring Action	Actions Identified to Improve customer satisfaction	Activity	Targets
ASB Case handling	ASB Policy, Procedure and Customer Guide reviewed with tenants	Completed. In addition, investment and implementation of the new NEC ASB module in budget year 2024/5 will improve case management, monitoring, and communication with residents.	Work to commence on ASB module April 2025
Customer Service	Level of tenants stating in TSS that they have had to make a complaint is much higher than the formal complaints which are registered. The functionality currently used in the NEC system does not adequately capture service failure or customer dissatisfaction in a reportable way.	Implement a system that ensures all contacts are recorded, categorised, and are only closed when the appropriate action is completed,. This will enable detailed, granular performance management of all aspects of our service. This will provide a much higher level of accountability.	To improve Customer Satisfaction
	Housing Online (HoL) portal	Tenants can now communicate with the Council through Housing online. Further enhancements planned and an increased roll out of functionality and targets to be set for channel shift	By April 2025 40% of tenants to have digital transactions as their preferred contact method.
	Newsletters	Newsletters sent biannually to all tenants each February and June by post. Plus more regular updates on the web.	By April 2025 75% of Newsletters and Annual Report to be sent digitally
	Automated text alerts and reminders for tenants	Update mobile phone numbers for all residents (if texting out need to confirm all numbers held are current correct (ensuring no GDPR issues)	
	NEC Customer Services Module	Implement Customer Services for recording, allocating and processing all contacts with the Housing Department, reducing the use of general and personal emails.	First Transactions live by end August 2024
	Customer Relationship Management (CRM) to be implemented	CRM system to be in place with scripts and processes to ensure a consistent quality of service, all contacts captured and timescales for a response provided to customer dependent on type of request. Ability to update contact and other details on the call.	First Transactions live by end August 2024

	Implement Task Manager (NEC)	Routine transactions to be allocated automatically to the appropriate person with management visibility of electronic in-trays, status of tasks and ability to reroute if needed.	Roll out of Tasks throughout 2024/5
	Repairs handbook	Tenants involved in new Repairs Guide.	Task Completed new Repairs Handbook on website and hard copies for distribution as appropriate.
	Tenants' handbook	To be produced in 2024, following consultation on a new Tenancy Agreement	Tenancy Agreement due to be effective from 1 August 2024, Handbook to be issued by 31st December 2024
	Customer Service Guides	Customer service guides available on intranet to ensure a consistent response and manage expectations.	Completed as an interim improvement prior to new modules.
Communal Areas	Estate Improvement Policy	To January 2024 Housing Committee for approval	Completed
	SLA for Grounds Maintenance	New inhouse provision	In progress, specification being agreed and schedule of meetings and onsite inspections agreed for contract
	Use "Go Mobile" capability for estate inspections	Use of mobile phones which can upload inspections to NEC from site	In progress, technical element to be completed.
	Estate Action Days (seasonal)	Successful Action Days at Heathervale Way, Garfield Road and School Lane in 2023. More planned for 2024	Schedule to be in place by 31 March 2024 for the year, minimum of four to take place.
	Internal Cleaning of Communal Areas	Contract to be outsourced for all communal areas to be cleaned. Specification to be drawn up	Specification completed and tender documentation by March 31 2024
	Contract Management of Estate Cleaning and Grounds maintenance - resident satisfaction measures	Opportunity for joint inspections with residents / contractors/ RBC contract management	To be included in contract specification
	Reduce Fly tipping	Introduce Incentive scheme for residents to report fly tipping and educate residents on costs and borough facilities.	Tenant Incentive Scheme is due for completion by September 2024, roll out with publicity campaign.
Complaints Handling	Complaints training	Staff training completed Autumn 2023	ISO 9001 Corrective Action Log implemented to ensure learning from complaints

	Clarify service standards, through use of technology monitor responses to all service requests and aim for high level of first contact resolution. Improve the level of "first contact resolution"	Implementation of CRM and Customer Services	All contacts captured in NEC and performance monitored on officer responses by November 2024
	Review of policy and procedure	Policy and procedure reviewed in 2023. Tenants to be involved in our self-assessment against the Housing Ombudsman's requirements in 2024	Project to be managed by Engagement & Inclusion Officer by November 2024
Listening to tenants' views	Tenant Engagement Strategy Action Plan	Updates to be reported to Housing Committee in March 2024	Mar-24
	Training for all Housing staff on Customer Service	To be rolled out with Customer Service Section with implementation of new CRM system	By end of October 2024
	Roll out transactional surveys (primarily digital) across the business areas.	NEC Housing System to be used to automate satisfaction surveys for routine services	Each Service Area to have a minimum of 2 surveys in place by November 2024
	Consult tenants on new estates cleaning contract	Residents will be provided with a specification for their own communal areas and a means of registering comments on this from the start of the contract. Once the contract is in place for 6 months there will be a consultation with residents receiving the service prior to introducing service charges	6 months after the start of the contract
Repairs and Maintenance	Low satisfaction level with the repairs service	Initial issues with the IT link between MCP and NEC resulted in limited data being available. Resolved in November 2023 enabling RBC to start analysing the data.	Performance Notice served on MCP October 2023 and 3 month action plan required to resolve issues. End of February 2024 RBC to review improvement
	New repairs contact centre	Tenants can now report repairs online through the portal, or over the phone, and speak directly with the contractor	In place, April 2024 RBC Engagement & Inclusion Officer to capture resident feedback on each of these methods
	First Time Fix repairs	Monitor Contract and ensure Contractor has information to stock common components and parts	RBC survey in place by June 2024
	Post inspections of works	Increase the level of post inspections through the use of digital images uploaded by residents.	From January 2024
	Recharge Policy implementation	Enable residents to access repairs which are their responsibility to ensure the upkeep of properties	Policy approved, system enhancements being carried out and policy to be launched to residents in June newsletter.

	Improve Decent Homes levels	We are continuing to fit homes with new kitchens, bathrooms, rewiring and boilers	Ensure all programmes are on target and works to satisfactory standard. All residents to be able to access the 10 year plan for their property.
	Communicate FRA process and actions (Building Safety Act)	In line with the Building Safety Act, where high-rise properties are safeguarded in the event of a fire	Quarterly resident meeting at Surrey Towers where Building safety on the agenda. Personalised Emergency Evacuation Plan to be in place for all vulnerable residents.