

Mystery Shop	Feedback	Action Required
Voids & Lettings	Difficulty getting through to the Lettings team on the telephone	1. Manager to ensure sufficient cover for telephone calls at all times.
Voids & Lettings	IM officers fail to identify themselves to customers on telephone.	1. Manager to address issue with officers 2. Copy of telephone etiquette to be printed and made clearly visible to all staff
Voids & Lettings	Not all departing tenants are informed of clear and clean scheme.	1. LSOs and NSOs to be reminded to inform tenants giving notice of the scheme. 2. Scheme leaflets to be sent with every notice response. 3. Staff on LSC rotas to be reminded to provide this information to customers. 4. Maltings reception staff to be made aware of scheme. 5. Ensure C & C leaflet is available and visible at all LSCs, including Maltings reception.
Voids & Lettings	Customers at LSCs not automatically offered help with filling out application forms	1. Staff on LSC rotas to be reminded to offer assistance to customers filling out forms
Repairs	The direct dial number for each geographic area could be inserted which would stop the need to spend 30 seconds listening to the recorded message	1. Investigate the effectiveness and efficiency of the suggestion of geographical dial number to cut out the need to listen to the whole of the recorded message.
Repairs	The website says that in "in	1. Alter website

	some areas” we have neighbourhood trades staff to whom you can report a repair. Shoppers felt this needed more explanation particularly about which areas this applied to.	advice to provide clarity regarding neighbourhood tradestaff and their remit.
Repairs	We review the “on hold” process and particularly the music	1. Review current ‘on hold’ arrangements.
Repairs	Examine the telephone demand profiles for the repairs teams and be aware that some delays are excessive	1. Investigate reasons for delays in answering telephone calls within 30 seconds.
Repairs	Consider advice and guidance as a part of the reporting process. Some repairs may fall outside of our responsibility but the resident may benefit for the advice of the repairs teams.	1. Review responses given by pods in response to feedback