

Minutes CIG 9/7/08

1. Introductions

- Guljabeen Rahman – Strategic Involvement Manager (Chair)
- Stephen Oladokun – Acton Resident
- Eve Smith – Greenford Resident
- Mr Zusin – Hanwell Resident
- Richard Clarke – South Acton Resident
- Angela St Clair – Ealing Resident
- Baljinder
- Helen Totesaut – South Acton Resident
- Belinda Stewart – Eastern Area Office ASB Officer
- Manjit Sokhi – Customer Service Supervisor
- Jim Whoriskey – Eastern Area Responsive Repairs Manager
- Tarlochan Brar – Voids and Disrepair Team Leader
- Leon Ferron – Service Development Officer
- Shahid Mall – Western Area Office Rents Team Leader
- Caroline Jenkinson – Service Improvement Officer (Minutes)

Apologies

- Steven Lindsay
- Michael Wheatley
- Jo Harrison

Minutes of last meeting

- Page 1: Voids inspections- RI's need clarification. They were told that there would be a programme set up but it hasn't been yet.
- Page 2: For the next meeting perhaps we can talk about ASB.
- Page 3: The role of the RI's: BS – it would be a good idea if badges were given so that if they go into the area office, they can get the information they need. They have been given letters now which they can show on request.

2. Complaints Performance Report

- Report has been amended to show upheld, partially upheld, not upheld complaints.
- Everyone happy with this addition to the report – no other requests at the moment for extra information to be included.

3. Resident Inspector Feedback

- Reports are done on a monthly basis so the report can't be provided before the meeting as the deadline is very soon before the meeting.

- JW – repairs calls are recorded – report shows date and time of call for clarification. There shouldn't be any calls going to voicemail in repairlink, so will investigate the 4 minute call on report.
- Richard- some of the operatives on the phone rush the greeting so you can't understand what's said.
- MS- we are in the process of doing customer care training so this can be addressed.
- JW – repairlink are on timed calls so they only have a certain amount of time to deal with each call. If any RI's would like to visit repairlink to see how it works, Julie C-C can talk them through it.
- Angela- what's the benefit of dealing with calls quickly?
- JW- repairlink have a lot of calls coming in so need to deal with the volume. If a call is more complex, it will go to the escalation team for more time to be spent on the case.
- Angela – they don't necessarily know this when mystery shopping so take each call on face value.
- GR will ask Michael Wheatley to arrange visits to repairlink. JW – or RI's can just call and let us know when they want to come – eg late Thurs or Sat morn if more convenient.
- The recommendations made in the report from mystery shopping are forwarded to the service manager for them to resolve.
- Emails: some aren't being answered in time. There should be automatic responses on generic emails.
- Richard – there may be a problem with the filter which means yahoo or hotmail addresses go to spam so not being received in the office.
- On phones, it's easier to understand people's first name rather than surname.
- BS – in her role, it's not appropriate to give her first name so prefers to use her surname.
- It's important to get names of person you're speaking to in case you need to call again.
- MS will discuss different greetings in customer service meeting to see if greeting or name should be changed. But it must be agreed at MOT and be corporate wide.
- Stephen – spoke to the same lady about two different scenarios – how is that possible? CSA's deal with many roles and are multi skilled.
- He spoke to Ms Sutherland who was very good. Richard agrees as has spoken to her before as well. Manjit will pass on their compliments to Ms Sutherland.
- There needs to be clarification of the Estate Services, Grounds Maintenance contract. Eve – in the park near her they have removed all the dog waste bins – but not sure if this is Parks and Countryside.
- Area Office receptions: West area – even though just been refurbished, the disruption didn't affect the service and staff very apologetic, helpful and informative. East area – some issues can't be resolved eg ventilation and play areas. Design of the building. Everything else is being addressed.
- East area will be moving to Perceval House. CSA's will be there so there will be more room. Back office staff will be at Westgate.
- Mr Zusin would like RI's names to be added to the report so people know who carried out mystery shopping. Other RI's happy with report as it is.

- GR – some people wish to remain anonymous so we don't disclose names on reports.
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4. Service Standards

- In consultation for the service standards there was a focus group, service heads were emailed, it was on the staff intranet and there was feedback in the last CIG meeting.
 - MS – when are these going to be ready? LF – should be in the next few weeks. They've gone to print so they will be sent to the offices asap.
 - BS- some of the recommendations from the last meeting haven't been included. LF not everything could be included unfortunately.
 - Helen – sign up packs are all in English but this isn't always people's first language. Interpreters and translators available and packs available in 6 languages.
 - In the process of updating system for tenant profiling to establish language needs.
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5. Voids

- Inspectors are to go round with Voids surveyor and can ask questions when they need to.
 - Eve – at her first inspection, the Quality Control officer had a bit of an attitude, was on the phone with his friends and kept her waiting. He didn't really help her or train her. Tarlochan will investigate.
 - Would be good to have photos to see property before works. Surveyors will now take photos with them and all relevant documentation for RI's.
 - Mr Zusin – external insulation of properties in the borough is poor. JW explained reasons why we're not able to resolve this.
 - Tarlochan clarifies that the first inspection the RI's go on should be a training one for them to ask questions etc.
 - Voids info: Voids turnaround average time is 26 days; major voids average is 85 days (this includes Decent Homes works etc); cost of void work is £1200; cost of major void is £3500. The main problems they have is with the contractors.
 - Richard asks about a specific void at Merrion Court which took a very long time to be re-let. JW and TB will investigate.
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6. Rent Arrears Letters and business cards

- There is an audit requirement that residents are consulted when changes are made and Shahid would like feedback on the rents letters and business cards.
- Any mistakes in the letters? Lots to go through, so letters divided to all RI's (5 each) which they will check for errors etc and send back to Michael Wheatley by end of July.
- Business cards – writing is small but there is lots of information which needs to fit on card.
- Paragraph in the middle could be taken out or amended so there is less writing.

- Not too much information needed on the card.
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7. Chartermark Feedback on Posters

- Posters have been put up in receptions. These are “you said, we did” posters to show residents what we are doing from their complaints.
 - RI’s agree that feedback like this is good and like the posters.
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8. AOB

- Cheques for the RI’s will be sent to their home addresses.

Recommendations

- Next CIG meeting to focus on ASB
- Arrange for RI’s to visit repairlink to see how it works
- RI's haven't received responses to emails – check to see if all generic email addresses have an auto response
- RI's feel that greeting should be clearer eg “Good Afternoon, my name is” Or “you’re speaking to” As person’s name is sometimes difficult to understand
- Voids inspections – surveyors to train up RI's a bit more before inspection as some RI’s not sure of information they’re giving
- Rent letters – RI’s to look through letters and provide comments to Michael by the end of July for feedback.