

Customer Care in Landlord Services

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Housing and Health

Presentation to the Assembly

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Landlord Services holds a unique position, not only as a service provider but also as a Landlord

- **We are passionate about improving the service to our customers and use every opportunity to learn**
- **20,400 Tenants and 2,800 Leaseholders**
- **467 staff across 4 offices**

Customer Service

- **Landlord Services received 25 stage 2 complaints last month**
- **75% of complaints were fully responded to in 20 days**
- **2 out of 3 complaints justified at stage 2 were overturned at stage 3**
- **25% of customers were satisfied with how their complaint had been handled**

Customer Service

- **6,761 customers were dealt with in our Area Offices last month**
- **20,564 call were received and 87% were answered within 20 seconds**
- **12 enquiries were received via the website**
- **We had 37 staff compliments**

Mystery Shopping

- Part of a London syndicate of 14 borough councils
- Carried out quarterly
- Personal visits
- Speed and greet
- Standard scenarios
- Our performance is then measured against the other syndicate members

Mystery Shopping

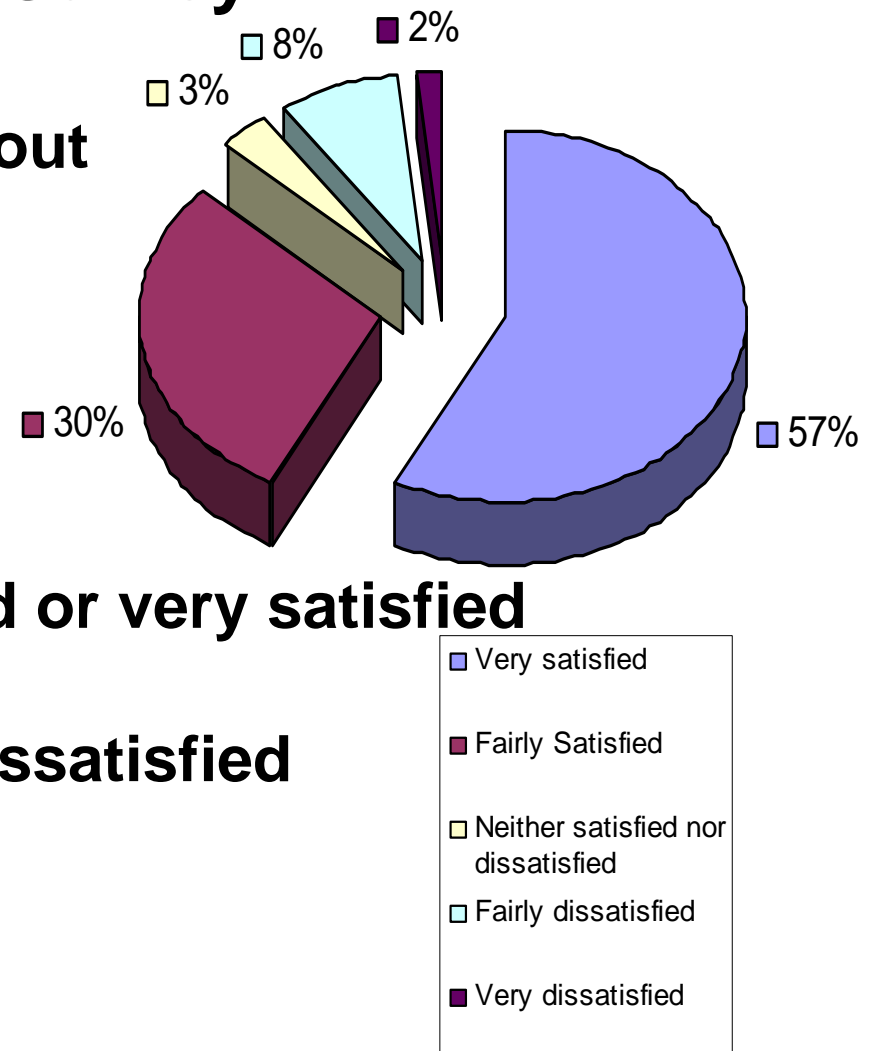
Telephone Scenario		
Rank	Authority	Score
1	Authority H	79.0%
2	Authority F	79.0%
3	Authority L	78.6%
4	Authority M	76.2%
5	Authority E	73.8%
6	Authority K	73.4%
7	Authority D	72.8%
8	Authority N	70.7%
9	Authority G	67.9%
10	LBBB	66.9%
11	Authority B	63.1%
12	Authority O	59.0%
13	Authority A	54.1%
14	Authority I	47.9%

Personal Visit		
Rank	Authority	Score
1	Authority K	91.8%
2	Authority M	91.5%
3	Authority G	91.5%
4	Authority B	89.4%
5	LBBB	89.2%
6	Authority L	88.4%
7	Authority O	82.1%
8	Authority D	77.6%
9	Authority H	77.5%
10	Authority N	77.1%
11	Authority F	76.1%
12	Authority I	75.8%
13	Authority E	74.2%
14	Authority A	73.0%

Speed & Greet		
Rank	Authority	Score
1	Authority E	78.8%
2	Authority L	71.8%
3	Authority N	65.9%
4	Authority O	60.0%
5	Authority B	58.8%
6	Authority G	57.6%
7	Authority F	55.3%
8	Authority A	43.5%
9	Authority K	41.2%
10	LBBB	41.2%
11	Authority I	36.5%

Capital Works Satisfaction Survey

- 384 questionnaires were sent out
- 114 were returned
- 30% return rate
- 87% of customers are satisfied or very satisfied
- 10% are dissatisfied or very dissatisfied



Thames Accord

- **16,111 phone calls were taken last month**
- **9,547 repairs were raised**
- **94% of appointments were made / kept**
- **96% of non-urgent repairs were within guidelines**
- **87% customer satisfaction from 300 questionnaires**
- **102 comments / complaints were received**
- **18 compliments**

Voids

- 900 lettings in the first six months of this year
- Lowest number of voids in past 10 years at only 255 from 541 a year ago
- Only 1.34 of stock is vacant which is half that of one year ago
- Rental income increased by £400,00 per annum
- BV 212 performance is 26 days for August and 30 days YTD

Going the Extra Mile

- **Learning from complaints and compliments**
- **Focus Groups helped us achieve:**
 - **Community Housing Partnerships**
 - **Conditions of Tenancy**
 - **Tenants Compact**
 - **Anti Social Behaviour Policy**

Moving Forward

- Re-alignment
- C1st
- Capital Works – project debriefing log
- Improvement Plan
- Status Survey
- Constant Review
- Continual Improvement