



Your Homes
Newcastle

Mystery Shopping

Investment Delivery

Report by Tenant Involvement Team - January 2007

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Introduction

Your Homes Newcastle is committed to involving tenants to improve housing services. The mystery shopping programme began in November 2005 with the initial shop on the rent payment system. Since then the mystery shoppers have increased in numbers and did a shop on the sheltered housing service in October. The mystery shoppers then decided that the next topic they would like to mystery shop was investment delivery.

This report will cover how the mystery shoppers have designed the programme and developed the feedback process.

Mystery shopping is all about making service improvements and not about getting individual staff into trouble. Throughout this report all the service improvement will be highlighted in grey boxes.

The results will then be used to help develop an action plan.

Recruitment

We have developed a pool of 12 mystery shoppers from across the city and another 3 tenants have recently expressed an interest.

The recruitment process has not been developed any further; adverts still advertise vacancies in housing offices, which is where the main number of mystery shopper applications come from. We have now put information on the website and tenants can download an application form and can read all previous reports on mystery shopping.

Training

The training was delivered by the tenant involvement team back in July 2006 and included information about what is involved in becoming a mystery shopper, what is meant by good customer service, the importance of impartiality, the need to stick to the script, using the equipment and most importantly how the results will form an action plan for service improvements.

No further training has taken place. There was one new mystery shopper to the group and it was decided that it would not be cost effective to run a days training course for one person. To ensure that this person had the confidence to do the mystery shop they were invited in January to the feedback session from the previous mystery shop on the sheltered housing service. This was an opportunity for this mystery shopping to ask any questions about the shop but also to understand the purpose of mystery shopping and to ensure service improvement. The new mystery shopper also completed work shadowing with

other mystery shoppers to ensure that they were able to use the equipment and understand the process.

Getting the most out of mystery shopping

To ensure that the scenarios would lead to service improvements for YHN the relevant managers developed possible scenario questions. The Investment Delivery Managers was invited to a meeting to discuss possible questions that the volunteers could use to improve services within their department. They devised a list of questions on what areas they wanted to measure for improvements.

The Investment Delivery Service wanted to ensure that staff were giving the correct information to our customers regarding the modern homes programme.

Managers were asked to brief their staff and inform staff that the mystery shop would take place in January.

The mystery shoppers decided at the training session in July that they would like to mystery shop the modern homes programme therefore it was added to the action plan for future shops.

The volunteers used their own position within the modern homes programme to help them do the shop. Therefore each shop will be different as all cases were individual. The mystery shoppers were reminded about the purpose of mystery shopping before each call and reminded that they needed to remain impartial when deciding on customer service levels.

The mystery shop

All the volunteers were invited to YHN house on January 16th and 19th to conduct the telephone mystery shop. Eleven mystery shoppers took part.

All calls were made using the telephone recording equipment. After each call the mystery shopper and the tenant involvement officer listened to the recorded call to record the information and to score how they felt the questions were answered and the levels of customer service.

Investment Delivery Scenario

1. Time scale – Calls will be completed on Wednesday 16th and Friday 19th January 2007.

You are to make a telephone call to the numbers listed on your sheet.

Please make sure that you have a pen and the report to hand before you start dialling. Please make sure that you are not going to be disturbed during a call. Please make sure that you fill in the information required on the top of the report.

2. Cover storey/Research

You are ringing the office to enquire about the modern homes programme you will be required to ask an opening line and further questions. This will guide the member of staff to answer you enquiry about modern homes.

Once you have asked your question please let the member of staff do the talking and ask any questions they may need to be able to deal with your enquiry.

Remember

- Make sure you ask all the questions!
- Give staff time to answer your question
- Be calm and let the question flow like a normal conversation.

3. Opening Line – Please ask this question.

“Hello, can I speak to someone about the improvements to my home”

Additional Questions

Each additional question will differ depending on where each mystery shopper is within the programme. (See appendix one for additional questions.)

Importance of questions

Mystery shoppers rated an overall satisfaction as the most important element of the call. All mystery shoppers agreed that each shop will be individual and they would be unable to weight the questions. However the group of mystery shoppers agreed that it was the level of customer service during the call that was most important. The mystery shoppers agreed that it was not as important on how quickly the call was answered although they understood that this needs to measure as it is one of YHN service standards. The mystery shoppers agreed that it was very important that the corporate greeting was correct as if they needed to ring back regarding a query they could speak to the original person that they had previously spoken to.

Mystery Shop Event

Jen Vinton Investment Delivery Manager supplied the telephone numbers. The area free phone telephone numbers were used along with the free phone customer enquiries number. In total 11 calls were made.

The mystery shoppers decided to use their own address in the individual mystery shops therefore unfortunately the mystery shops were limited to which areas the calls will cover.

The calls made were as follows.

Customer Care	4
Area East Team	4
Area west Team	1
Area Outer West and North Team	2

Although this was a small sample number there was a selection of staff that received the mystery calls.

Each mystery shop was individual and each mystery shop will be analysed for the results.

The calls were recorded using specialist recording equipment and the tapes were played back to individual groups and the information was recorded on the templates.

The information recorded and the scores allocated have been analysed by the tenant involvement team and are presented in this report.

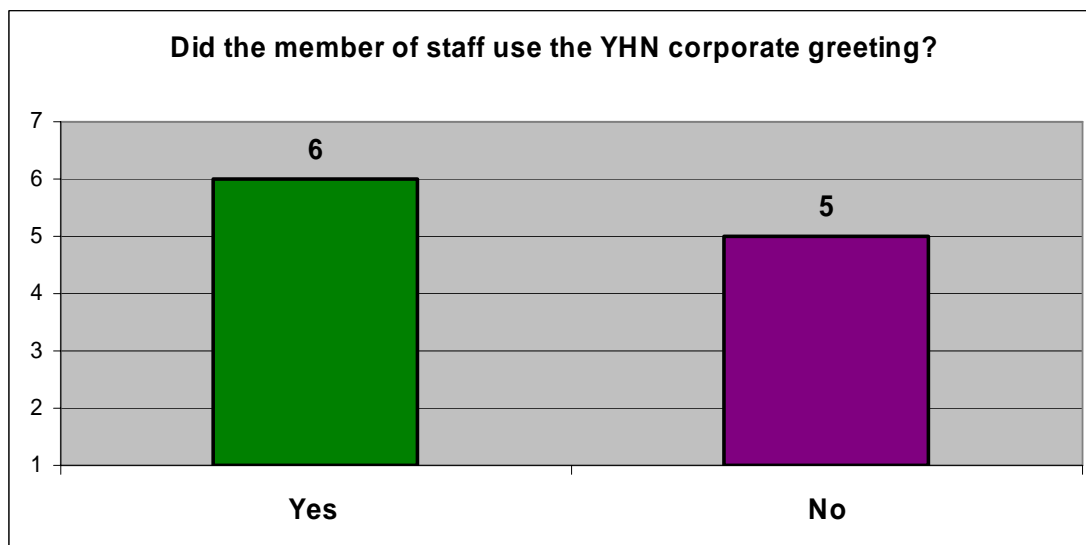
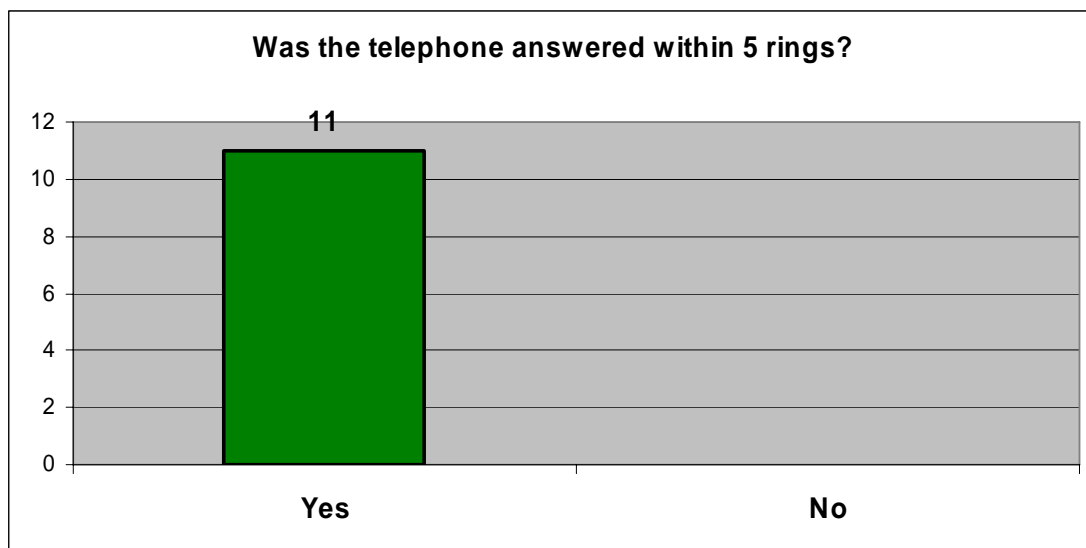
Executive Summary

11 mystery shoppers attended the event which took place on the 17th and 19th January 07. All the calls were varied throughout the days to make sure that we shopped as many staff as possible.

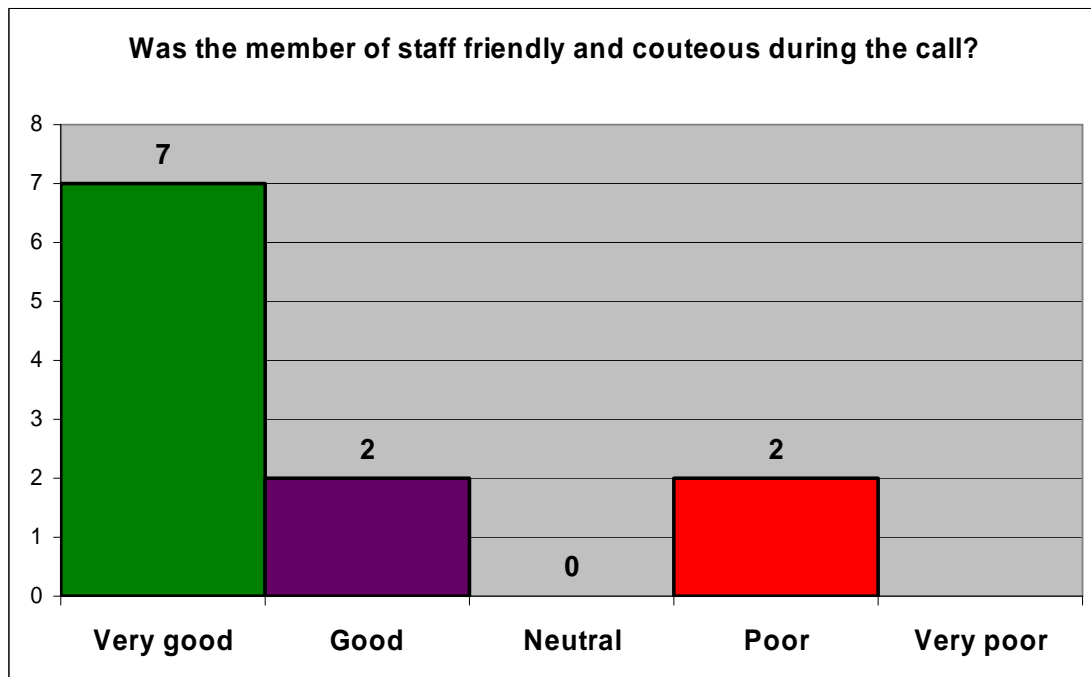
All the calls were answered within 5 rings.

5 calls did not give the correct corporate greeting. Out of the 5 calls 4 members of staff failed to give their surname and one member of staff gave the incorrect greeting and said good morning when it was afternoon.

Answering the call



General customer service



- 7 out of 11 calls (64%) scored the member of staff as providing very good service.
- 2 out 11 calls (18%) scored the member of staff as good customer. The mystery shopper felt that they needed more information on what to do if a contractor broke an ornament when they were completing the works.
- 2 out of 11 calls (18%) scored the member of staff poorly. One mystery shopper received poor service and felt that the member of staff did not want to deal with his enquiry and was in a hurry to get the customer off the phone. The other mystery shopper felt confused by the information and felt that it would have been better if a leaflet was provided on decorating allowance.
- 7 out of 11 (64%) calls made scored the service as very good.
- 1 out of 11 (9%) calls made scored the overall service as good. The only didn't score it very good as there was initially a problem with the computer and the mystery shopper had to ring back.
- 1 out of 11 (9%) calls made scored the service as very poor and this was because the member of staff did not answer some questions and kept the tenant waiting on the phone in silence while there was a problem with the computer. The mystery shopper had to ask if the member of staff was still there.

- 2 out of 11 (18%) calls made felt scored the service as neutral. In both cases this was because they found the information given was confusing.

Results and analysis of Investment Delivery mystery shop

Individual cases

Mystery shop case one

The call was answered within 5 rings however the corporate greeting was not given with the member of staff failing to give their surname. The mystery shopper felt that they would need a surname in case they ever needed to ring back. Mystery shopper commented that there was a lot of background noise.

1. Can you tell me when my boiler will be replaced?

The mystery shopper felt that this was answered well and the information provided was good as the member of staff explained that the work is subject to survey. Mystery shopper felt this was good advice as otherwise customers may assume that all work would be complete regardless. Mystery shopper did not know that her property would have a survey and felt that this was a good idea, as it would save money on those properties that do not need new boilers.

The mystery shopper explained that the timer had gone. Customer was advised to call repair call.

2. How long will I be without heating and hot water while the work is being complete?

Member of staff explained that it would depend on the scope of work but that the customer should not be without hot water or heating long. Mystery shopper felt this was a fair answer and appreciated the honesty from the member of staff.

3. Will I be compensated for decoration?

Member of staff explained that decoration allowance was only for re wiring. Mystery shopper did not know that decoration allowance was only for re wiring so was happy to learn something new.

The mystery shopper scored this call very high on customer service and indicated that overall they were very satisfied because the member of staff was honest and fair with the answers.

Service improvement suggestion.
Mystery shopper felt that it was important that staff gave a surname in their greeting. Also a reduction in background noise would have made the call clearer.

Mystery shopping case two

First call made to customer care telephone. Call was picked up but no one gave corporate greeting and could just hear staff in the background. Mystery shopper could hear staff conversations and staff laughing. Mystery shopper kept saying 'hello' but there was no response. This continued for one and half minutes until the phone was put down by staff and the line went dead. The customer care line was phoned back straight away. The call was answered within 5 rings with the correct corporate greeting.

- 1. I have a relative that lives in Vale House and they have had their bathroom replaced a few months ago. I've noticed this weekend that there is a chip in the bath. What does my brother need to do? Can he get it replaced?**

Mystery shopper felt that this question was answered very well. They were informed to contact the project team who would then get in touch with the contractor. Mystery shopper explained that they were ringing on behalf of relative and the member of staff gave out the details of who to contact on the project team and contact telephone numbers were supplied. Mystery shopper very happy with response and felt that they would know what to do and who to contact after the call.

Mystery shopper scored this call very high in both sections of customer service.

No service improvement suggested.

Mystery shopping case three

Initial call was answered within 5 rings with the correct corporate given however the member of staff could not find mystery shoppers address and was having difficulty with the computer. Staff member then explained that the computer system had gone down. The mystery shopper offered to ring back in 5 minutes. Mystery shopper felt that computers had not really gone down as there was another call made straight after and the computers were fine. Mystery shopper would have preferred if member of staff had been honest.

The second call was answered within the standard 5 rings. However the corporate greeting was not correct.

1. Can you let me know when I will be getting my windows done?

Member of staff explained that externals were due to be done in 2008/2009. Mystery shopper was happy with this response.

2. I have recently had my internals done why do I have to wait for my externals to be done later. Wouldn't it be easier to do it all at once?

Member of staff explained why it was decided to do internals and externals separately and that consultation was done along with the tenant's federation and it was decided that there would not be as much upheaval. Staff member explained that in hindsight that it may be better to have done it all at once. Mystery shopper appreciated the member of staff's honesty.

3. When the contractors were here they broke one of our ornaments. Should I have reported this? Can I do anything about this?

Mystery shopper told to report this to Brown Liddell removal firm. Contact telephone details given. Explained that YHN had no responsibility and that customer would have to contact directly. Mystery shopper would have liked more information about this.

4. I wasn't happy with some of the work the contractor did on my internals; do you monitor the performance of your contractors?

Mystery shopper explained that it wasn't until he started to redecorate that he noticed problems with the work that had been completed. Member of staff explained that once the contractor has left the property the repairs have a six-month defect. Mystery shopper was advised that he should have complained to the contractor at the time or to office staff. Once the six months defect is over he would need to report repair to repair call. Mystery shopper was not aware of six month defect process and felt customers should be made aware of this. Mystery shopper commented that no one checked as to whether he was happy with the works completed.

Overall customer satisfaction was rated as good.

Service improvement suggestions

Mystery shopper discussed the possibility of customers being involved in the handover process from the works being done and the 6 months defect period. Mystery shopper said that training may be necessary so customers know what they are looking for.

Mystery shopping case four

The first call was answered within 5 rings with the correct corporate greeting. However there was no one available to answer query on customer care team so details were taken and staff member agreed to get someone to ring the mystery shopper back later in the day.

The mystery shopper received a call back later that day.

1. Can you tell me when my works will start at my home?

Mystery shopper was happy with the response from the staff member and was informed when both internal and external works would be completed.

2. Will I have to move out of my home while they complete the work?

Mystery shopper informed that she would not have to move out of her home unless health issues made it unsafe and in that case temporary accommodation would be found. Also informed that she would receive a letter informing her when the work will be starting and that an architect who would be able would visit her and would take health needs into consideration when planning the work.

3. I am disabled. Will there be much disruption?

Advised that there should not be much disruption but that it would depend on the scope of works.

Mystery shopper felt that this question was already answered in the first question.

Mystery shopper felt that the customer service and information provided was of a very high level.

No service improvement suggested

Mystery shopping case five

The call was answered within 5 rings however the correct corporate greeting was not used.

1. Can you let me know when my windows are due to be done?

Externals due to be done in 2007/2008 from April this year. Mystery shopper asked if he could be more precise as he wanted to book a holiday. Staff explained that the programme changes all the time and that customers will receive 3 months notice, a survey will be completed and measurements will be taken before any work completed. Staff explained that windows and doors only take a day to complete and they would be able to make alternative arrangements if tenant on holiday. Mystery shopper felt this was excellent service and found the information really useful.

2. When are my internals due to be done?

Internals due to be done in 2008/2009. This will be to check electrics, heating, kitchen, and bathroom to ensure that they all meet the decent homes standard.

3. Why couldn't all the work be done together?

Member of staff explained that consultation was done with tenants and that they decided to do the work in two parts. Mystery shopper asked why the work couldn't have been done when the property was empty before he moved in. Member of staff explained that some work will have been completed however Neighbourhood Services do not complete works on windows and doors.

The mystery shopper felt that he had received excellent customer service throughout this call and was very satisfied with the member of staff and how the call was dealt with.

Service improvement suggestion That the correct corporate greeting was used at the beginning of the call.

Mystery shopper case six

The call was answered within 5 rings and the correct corporate greeting was used. During this call the customer pretended to be very frustrated and annoyed with the lack of work being done on her property to test the skills of the staff in dealing with a difficult situation.

1. Can you let me know when my works will start in my home?

Programme will start in 2007/2008. Member of staff explained that it was the beginning of the financial year so that works could start from this April. Customer explained her frustrations and feels that her street has been ignored, as there are only a few houses in the area. Member of staff explained that it was all due to the programme and that her property had not been forgotten about. Mystery shopper said that she does feel forgotten about as she felt as if she was the last to be done in the programme. Staff member calmed the customer down by explaining that she was not the last in the programme as all works are due to be complete by 2010/2011. Member staff explained that a survey would be completed before any works would begin. Mystery shopper discussed the possibility of her property getting painted as it is in a terrible state. Staff member explained that painting would only be done if window and doors were not replaced. Explained that it would not be value for money if they painted windows now to replace them in a couple of months. The mystery shopper was very happy with this response.

2. Why do I have to wait for some of the externals to be done in 2008/2009?

The member of staff explained that they internals and externals were at different times of the programme therefore they could not be done together. Mystery shopper asked why she had not received a letter about her works. Staff member explained that she would receive a letter nearer the time that works were due to start.

3. Why can't all the work be done together?

Member of staff explained that they were unable to do all the properties in one phase due to the large amount of properties that needed to be done.

Mystery shopper explained her frustration at not being able to decorate, as she didn't know when the works were going to be done. The member of staff extremely understood and calmed the customer down.

The mystery shopper felt that she had received an excellent customer service and that the staff had dealt with her call in a professional way.

Service improvement note

The mystery shopper would have preferred the answer to question 3 to include the information about consultation that was done with the tenant's federation.

Mystery shopping case seven

Call was answered within 5 rings however the corporate greeting was not used. There was no surname given and the member of staff talked over the customer and then put through to area team. Mystery shopper was on hold for nearly a minute and felt this was not good service. When got through to area team mystery shopper had to repeat address.

1. Can you let me know when I will be getting all my internal improvements done?

Internal package 2007/2008. Member of staff explained that dates ran from April to April and that customer would be notified nearer the time and that contractor would come out and do the survey.

Mystery shopper had to ask what exactly was included in the 'internal' package. Member of staff explained that this would include looking at his bathroom, kitchen, electric wiring and central heating system; however this did depend on a survey on what exact work would be completed.

2. My windows are leaking are they under guarantee?

Mystery shopper was asked when his windows were installed. Due to the windows being over the 6 months defect period the mystery shopper was advised to contact repair call. The question was not answered as to whether the windows were under guarantee or not. Mystery shopper was happy with information received about repair call.

3. Will I get a decorating allowance when my internal work is completed?

Staff member explained that redecoration allowance was only given after a property had been re wired due to the chasing of the wires.

The mystery shopper still scored this call very high in customer service as the staff member was polite and helpful and felt that all his questions were answered fully.

Service improvement suggestion

Mystery shopper felt that initial staff member that took the call did not listen to him and was keen to transfer the call to another member of staff so much so the mystery shopper had to repeat his details.

Mystery shopper felt that his question was not answered about the guarantee of the windows and that the member of staff did not know the answer therefore just gave him information about repair call.

Mystery shopper also commented on the amount of background noise, which may have affected the person when they answered the call.

Mystery shopper also felt that staff should not take it for granted that all customers understand what is included in an 'internal' package. This should be explained during the call.

Mystery shopping case eight

The call was answered within the standard 5 rings and with the correct corporate greeting.

1. I have heard that my estate is under review, could you tell me what this means?

Mystery shopper was asked for number of property but declined to give this information and informed the member of staff she was just making enquiries. She did say that she lived in a house to help with the enquiry. The mystery shopper was asked if she had received a letter recently about the regeneration from Brian Dixon. The mystery shopper acted confused and said she might have but no longer had it. The member of staff said that she would have received it in December.

The member of staff explained that the estate was under options appraisal due to the number of voids there were in that area and explained that management needed to see what they could do to turn the estate around. It was explained that due to the amount of anti social behaviour and the design of the estate all needed to be improved to make it a nicer and desirable place for tenants to live.

The member of staff informed the mystery shopper that the flats 69 – 93 were going to be demolished making properties available for larger families.

The member of staff also explained that there was a residents meeting that week and then went on to give the information of contacts such as Brian Dixon and Colin Dickson if she wanted any more information.

2. Does this mean I will get my improvements done or not?

The member of staff explained that once the review is complete they will look to invest in the area.

The mystery shopper scored this call very high with excellent customer service and excellent in the way the member of staff dealt with the call. She felt the member of staff was nice and friendly and easy to talk to.

Service improvement note

During the call the member of staff occasionally used housing jargon such as 'voids' and 'rat runs'. The mystery shopper did not understand what these terms meant and felt that these terms should not be used.

Mystery shopping case nine

The call was answered within the standard 5 rings however the corporate greeting was not used; the member of staff did not give their surname. Mystery shopper rang the customer care line and was transferred through to area team. Unfortunately the mystery shopper was not but on hold while the member of staff was trying to put her through and you could hear staff conversations. The staff were complaining about the phones being busy. The mystery shopper did not feel that this was good service and felt like she was an inconvenience.

1. I think I am due to get my internal works completed this year can you confirm if this is true?

The member explained that it was 07/08. The customer did not fully understand what this meant and thought she was getting a telephone number. It was not explained that this date would start from April the beginning of the financial year.

2. What is meant by 'internals'?

Mystery shopper was told that her kitchen and rewiring would be done together depending on the results of the survey. Mystery shopper felt that she needed a bit more information about what the survey involved. The mystery shopper was then asked if she was new tenant. She replied no.

Mystery shopper was told that her central heating and boiler would not be changed as this was done in 1996. Mystery shopper felt that this information was incorrect as new boiler done in 2006.

3. Will I get any decorating allowance once the works have been completed?

Kitchen and bathroom would be painted for the tenant at the time of works being completed.

Explained that would only get decorating allowance for re wiring.

Living Room = £50
Dining Room = £50
Bedroom = £20
Hall = £30.

Mystery shopper felt that this was good information however it would have been nice if the information could have been provided in a leaflet format.

Service improvement note

Staff should put tenant on hold so they know the call is being dealt with properly. It is not appropriate to hear staff complaining about how busy the phones are.

Staff should not assume that everyone is aware of what is included in the internal package.

Staff should make it clear and explain why the survey is being completed.

Staff should not assume that all tenants will understand the figure 07/08 and should explain when this starts from.

Mystery shopping case ten

The call was answered within the standard 5 rings however the incorrect greeting was given at the beginning of the call. The member of staff said good morning instead of good afternoon. The mystery shopper was asked for his name, address and telephone number. Mystery shopper was confused as to why they needed his telephone number.

1. Can you let me know when I am due to get my internals done?

Staff member explained internals due to be done in 20010/2011.

2. I wasn't happy with the contractor who put my windows in. For the damage that they did will I get any allowance for this work?

Staff member said no as the works were completed over a year ago. They then retracted their statement and said that they only have a six month warranty. The mystery shopper explained what the problem was with the window and explained the reason in the delay for reporting the poor work. Member of staff asked when the work was done and that he needed the exact month. The call then went quiet while the member of staff searched for the information on his computer. The mystery shopper was then asked for his telephone number again and asked if he could phone him back. The mystery shopper explained that this was fine but could it be later in the day as he was just about to go out. The mystery shopper was then told to 'just hold the line then' and was informed that it would take a few minutes. The member of staff seemed reluctant to deal with his query. The mystery shopper felt that he just wanted to get the him off the phone.

There was a long silence while the member of staff looked into the query so the mystery shopper told him in more detail that he had found the problem when decorating as he, at his own cost, had had the house re plastered and explained the cost to him. Member of staff still silent and did not reassure the mystery shopper that he was any nearer to finding his address or answering the query.

3. Can you tell me if you monitor the works of these contractors and what happens to those who don't do a good job?

Member of staff just replied 'not getting anywhere here'. Member of staff asked mystery shopper to hold the line again, but not put on hold as could still hear all the background noise in the office. Member of staff was sighing heavily. Mystery shopper had to ask if the staff member was still there. And he confirmed he was still having problems with the computer.

Mystery shopper told the member of staff that he had had to sign a paper to say he was happy with the works. He felt that this was not appropriate as he was not technically minded. Mystery shopper repeated the question do you monitor the works. The member of staff replied 'they don't hand over the property until it has been inspected'.

Member of staff asked for address again (third time) and asked if it was next to any other properties?

Member of staff found address on computer and debated with customer over when he had had his windows done. He told the customer that there is a 'big difference' in the dates that he had told him to the one on the computer'. The customer was then told to ring repair call.

The mystery shopper was extremely dissatisfied with this call. The member of staff was not able to answer his questions; he was abrupt and did not keep him informed of what he was doing and there were long silences during the calls which were very uncomfortable.

Service improvement note

If there is a problem with the computer keep the customer informed. Long uncomfortable silences are not good customer service.

Listen to the customer. The mystery shopper felt that he was not listened to and his questions were ignored.

During the works itself the mystery felt it was not acceptable that no one from YHN inspects the property on the quality of the works once the works have been completed. The mystery shop felt that he was not technically trained to say whether the work was good or poor yet he is asked to confirm this on a sheet at the time of handover.

Mystery shopping case eleven

The call was answered within the 5 standard rings and with the correct corporate greeting.

- 1. I am waiting for my windows and doors to be replaced. When will this be done?**

This will be complete in 2008/2009.

- 2. My kitchen door is leaking badly and I was wondering if they could bring the date forward?**

Mystery shopper was unable to ask the full question and before he could ask whether the date of works could be brought forward he was being transferred to his local housing office. Mystery shopper felt disappointed with this response and felt that the member of staff was too quick to transfer the call.

The mystery shopper scored this call as average.

Summary of Service Improvements

- Mystery shoppers felt it was extremely important for all members of staff to give their full name. This would help if they needed to ring back and if they wanted to speak to the same person so they would not have to repeat everything to another member of staff.
- Mystery shopper discussed that the service could improve if tenants were involved in the handover process. Mystery shoppers said that there would be a training implication but it would help if a tenant representative or a member of staff from YHN was present at the time of handover.
- Not all members of staff gave the same information about why the work could not all be done at once in one property. Mystery shoppers appreciated the information about how it was decided in the beginning through consultation with tenants and the tenant's federation.
- When staff take calls from customer service team mystery shoppers were disappointed that they then had to repeat all the information again when being transferred. They felt that they hadn't really been listened to.
- No information was provided on the guarantee of the windows when they asked staff, staff just referred mystery shoppers to Repair Call. Mystery shoppers did not know why they couldn't provide information on warranty.

- Mystery shoppers felt that staff should not assume that all tenants will understand what 'internal package' means. This should be explained.
- Mystery shoppers commented on the amount of background noise when making calls. They said that this is sometimes distracting but did not know whether this could be improved.
- Mystery shoppers discussed hearing staff complain that the phone were busy. They felt that this was not professional.
- Staff should refrain from using jargon such as 'void' and 'rat runs'. Mystery shoppers could not understand what the member of staff was talking about.
- Staff should make it clear why the survey is being completed.

Conclusion

The mystery shoppers felt that they had learnt a lot of information about the investment delivery service.

Overall they felt the service provided by staff was excellent. Even when mystery shoppers pretended to be frustrated customer the staff reassured them and managed to calm them down. Mystery shoppers felt that this was excellent customer service.

There were only two cases of poor service and computer difficulties could be blamed however the mystery shoppers did not feel that this was acceptable.

The mystery shoppers will be attending a meeting with the heads of service to develop an action plan to address the service improvements.

Appendix one

Mystery Shopping Scenarios Investment Delivery

Target staff: Investment delivery

Scenario one (currently having and internal package)

"I live at XXXXX I am currently having an internal package of improvements carried out. Could you let me know if I get any decoration allowance?"

Scenario two (enquiry about when external package will be done)

"Can you let me know when I will be getting my windows done?"

Scenario three (complaint about accident during internal package)

"I am currently having an internal package done. The contractors have broken one of my ornaments what should I do and who should I contact?"

Scenario four (had internals done waiting for externals)

"I am currently having my (external package) done on my property. Why do I have to wait until 2009/10 for my internal package? Wouldn't it have been easier to do all the work at once?"

Scenario five (problem with works completed)

"I have recently had a new bath put in and I have just noticed that there is a chip in it. Can I have this replaced?"

Scenario six (poor service)

"I have recently had work done by one of your construction partners and I'm really unhappy about their performance. Do you monitor performance and what happens to those companies who perform badly?"

Scenario Seven

I live at 3 Belgrave Parade-could you tell me when I will get any improvements-this is a review estate area free phone no is 0800 091 1256.Alternatively the question could be I have heard my estate is under review could you let me know what this means.

English	This information is about Your Homes Newcastle, who are responsible for managing council homes on behalf of Newcastle City Council, and how we are doing. If you need this in your language, or a different language phone 0191 278 8633.
Bengali	এই তথ্য হল ইউর হোমস নিউক্যাসল সমন্ধে। এবং আমরা কিভাবে দায়িত্ব পালন করছি সে সমন্ধে। ইউর হোমস নিউক্যাসল, নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘর বাড়ী ব্যবস্থাপনার দায়িত্বপ্রাপ্ত। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩
Chinese	这是有关代表纽卡斯尔市政府（Newcastle City Council）负责管理市政房屋的 Your Homes Newcastle（您的纽卡斯尔住房）组织的信息，内容解释了我们是如何运作。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。
Farsi	این اطلاعات درباره سازمان «خانه‌های شما در نیوکاسل» و عملکرد آن است. این سازمان از سوی شهرداری نیوکاسل، مسئولیت اداره خانه‌های دولتی را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن <u>۰۱۹۱۲۷۸۸۶۳۳</u> تماس بگیرید.
French	Ces informations concernent Your Homes Newcastle : qui est chargé de gérer les logements sociaux au nom de la municipalité de Newcastle et comment nous procédons. Si vous avez besoin de ces informations en français ou dans une autre lanque, téléphonez au : 0191 278 8633.
Kurdish	ئەم زانیاریانە سەبارەت بە Your Homes Newcastle و چۆنیەتی کارکردنەکە یە کە لە لایەن شۆرای شاری نیوکاسیلەوه ئەرکی ئەوهی پێدراوه کە خانووەکانی شۆرای شار بەرئۆهەرایەتی بکات. ئەگەرچەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەبە بە ژمارە تیلیفۆنی 0191 278 8633 پێوهندی بگرن.
Portuguese	Esta informação refere-se à <i>Your Homes Newcastle</i> , a organização responsável pela gestão da habitação social em nome do Município de Newcastle, e a nossa situação actual. Se precisar desta informação em <português> ou noutra língua, queira liqar para o 0191 278 8633.
Russian	Информация о Your Homes Newcastle, которая отвечает за управление делами муниципального жилья от имени Муниципалитета г. Ньюкасла и об общем состоянии дел. 0191 278 8633.
Spanish	Ésta es información sobre Your Homes de Newcastle, que es la responsable de gestionar las viviendas municipales en nombre del Ayuntamiento de Newcastle, y sobre nuestra manera de hacerlo. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

If you need a Large Print, Braille or audio version of this information please phone 0191 278 8633.