

Void mystery shopping action plan October and November 07/08

Recommendation	Action needed	Who is responsible	Date completed
<p>If repairs need to be done include a list with the property standard so customers are aware of what will be done when they move in, for example fencing, doors not closing and windows broken.</p>	<p>Officers currently give new tenants a list of repairs when they sign up for a new tenancy. Officers will now take a list of outstanding repairs to the accompanied viewing to discuss and agree with the new tenant. The list will include the dates of when the repairs will be completed.</p> <p>A new section will be included on the property standard about outstanding repairs</p>	<p>Joanne Raffo to inform staff of new process and to include in any future training on the void process.</p> <p>Consultation with mystery shoppers on new property standard</p>	<p>March 08</p> <p>Discussion on the 13th February.</p> <p>Ongoing consultation is needed on the new property standard. The group of mystery shoppers will continue to be involved in developing this new leaflet.</p> <p>March 08</p>
<p>All electrical goods should be removed when a tenant moves out</p>	<p>Housing officer to identify when items have been left and arrange disconnection and removal via the contractor.</p>	<p>Joanne Raffo to inform front line staff of changes on the form.</p>	<p>February 08</p> <p>February 08</p>

	To monitor this process a new section will be included on the void monitoring process form to make sure ticket has been raised.	Mick Murphy to inform city build staff that if a cooker is left in the property when they are doing a clean that they inform the YHN local office to make sure that a ticket has been raised for the removal.	
In properties that are very smelly it may be better to introduce stronger air fresheners.	In cases where the property is either very smelly or in very poor decoration order (for example black walls, smoke stained etc) Staff will have the ability to request that a room be decorated. This new process is highlighted in the 'New void process' guidance for staff.	Joanne Raffo	February 08
The mystery shoppers felt that there were inconsistencies across the city as some properties were in an excellent condition and some properties failed on straight forward issue like cleaning.	Joanne Raffo and Mick Murphy have had a meeting to discuss the issues around cleaning standards. There are a number of tickets that housing staff can use for cleaning a property which may lead to the incorrect ticket being issued. They propose to introduce a new system where housing staff would only have one option	Joanne Raffo and Mick Murphy Joanne Raffo to investigate introducing technical training for housing staff.	Ongoing. In the process of looking at costs. Will be able to update at 6 month meeting with mystery shoppers. August 08. Will be able to update at 6 month meeting with mystery shoppers. August 08

	and this would cover a full clean.		
Mystery shoppers recognised that those with rubbish dumped in the gardens were mainly the properties that had been boarded. The mystery shoppers understood that rubbish can be dumped at any time but staff must make sure that it is removed before a tenant moves in.	<p>This has been confirmed with all staff during recent training. There was a section on the training around long term voids or difficult to let voids to ensure staff visit regularly and get gardens cleared when necessary.</p> <p>Mick Murphy and Joe Mulvenna confirmed that their staff will also support local housing staff and report rubbish that has been dumped.</p>	<p>Joanne Raffo.</p> <p>Over 96% of housing management staff have been receiving this training since November.</p> <p>Mick Murphy</p>	<p>Completed February 08.</p> <p>February 08</p>
Baths and sinks that were not clean failed the property standard. In some properties the contractors had cleaned various surfaces but had not cleaned the sink. Also in some properties the bath was unclean yet the sinks and floors had all been cleaned. The mystery shoppers wondered if the contractors put	<p>Property standard to be agreed with D Crow, I Potts and J Mulvenna based on the new standard of rates proposal of one rate to cover everything to the agreed standard.</p> <p>Operatives sign timesheet on completion of each void.</p> <p>Workers use chemical</p>	<p>Mick Murphy and Joe Mulvenna</p> <p>Mick Murphy and Joe Mulvenna to monitor</p>	<p>March 08</p> <p>February 08</p>

their water in the bath to clean all the surface but then forget to clean the bath after they empty the water?	cleaners and in some cases Hoovers. We do not always have access to hot water.		
If the contractors use the toilet to make sure it is clean before they leave.	This hopefully was a one off situation but will be monitored by the void mystery shoppers.	Mick Murphy and Joe Mulvenna	Ongoing
In the multi storey flat where there is secondary glazing the mystery shoppers found that the windows had been cleaned but only on the secondary glazing. The mystery shoppers suggested that it would be better to also clean the glazing behind the secondary glazing if possible.	Joanne, Mick and Joe agreed that this is a problem and it would be more suitable to clean all of the windows in multi story properties. However there would be a cost to remove the secondary glazing. It was agreed that as all Multi storey flats receive their new windows under the modern homes programme this will no longer be an issue as the windows will be easy to clean on the inside and out.		No further action needed
Doors not closing properly on the property standard was discussed by a few mystery shoppers as they felt that this would not put people off when viewing a property. But they did suggest that they should be	The mystery shoppers to discuss this further as to whether this should still be included on the property standard or whether it needs re writing. Most mystery shoppers agreed that if an	Mystery shoppers, Joanne Raffo and Heather Nixon to discuss at meeting on 13 th February 08.	Ongoing consultation is needed on the new property standard. The group of mystery shoppers will continue to be involved in developing this new leaflet. March 08

<p>included on a list of repairs that customers could get during the viewing.</p>	<p>internal door does not close properly this should be included on the e list of internal repairs</p>		
<p>Introduce a section on the property standard about the external environment. Mystery shoppers felt that this was extremely important on first impressions for new customers viewing a property.</p>	<p>As above</p>	<p>Mystery shoppers, Joanne Raffo and Heather Nixon to discuss at meeting on 13th February 08.</p>	<p>Ongoing consultation is needed on the new property standard. The group of mystery shoppers will continue to be involved in developing this new leaflet. March 08</p>
<p>Can properties be re glazed if they are protected by boards?</p>	<p>It would be possible to re-glaze however there would be additional costs involved and there may still be a risk of the window being damaged if the property had not been re let.</p> <p>Therefore it has been decided to get an idea of how many of YHN properties have their windows smashed when they become empty to see if this is a cost effective and whether it would improve the number of offers accepted.</p> <p>It was agreed that if there was sharp glass still in the frame</p>	<p>Joe Mulvenna and Joanne Raffo to monitor and to update the group at the 6 months feedback session.</p> <p>Joe Mulvenna.</p>	<p>August 2008</p> <p>Ongoing.</p>

	that this should be removed for health and safety reasons. Joe Mulvenna to check if this would be an additional cost.		
If a property has been boarded that the workmen clean up the mess. The mystery shoppers found that there was saw dust in properties around the windows when a property had been boarded.	Joe Mulvenna to advise workers to clean up after they have boarded a property.	To be monitored by the mystery shoppers.	

* Joanne Raffo, Joe Mulvenna and Mick Murphy will carryout random checks alongside the work of the mystery shoppers to make sure that the action plan is being followed.