



Mystery Shopping Feedback

You said	We did
<p>It was not easy to find some information on your website/some information on your website was out of date</p>	<p>Particular examples have been given to our website champions so that these can be reviewed and updated. We are also currently carrying out a resident review of our website with the repairs section being looked at first.</p>
<p>Some information about grounds maintenance on the website was too long or detailed and not very easy to read</p>	<p>A shorter version of the document will be created with the main parts of the specification summarised by the end of September.</p>
<p>Contractor did not let me know that he would be turning the electricity off in my home</p>	<p>This issue will be raised at our contractors' next "tool box talk" (regular meetings)</p>
<p>Your customer services team weren't able to deal with my query when I first contacted them, they either had to call me back or forward my enquiry to another team.</p>	<p>The customer service team have been coached or provided up to date information on a number of different queries to improve their ability to give accurate information when you first contact them.</p>
<p>Customer service advisors were not able to give me an appointment for a repair when I called; another member of the team had to call me back later.</p>	<p>The customer services team will now be able to make appointments for you when you call.</p>
<p>When I called I felt I had to wait too long for my call to be answered/felt the messages I heard on hold were out of date or not relevant/felt the options system was complicated to navigate</p>	<p>The customer services team will be arranging a focus group to discuss these issues and propose a solution. Volunteers welcome.</p>
<p>I felt my website enquiry was not responded to</p>	<p>This issue was also observed in the last round of mystery shops and it is evident that the issue is not resolved. We will shop this service in more detail next time.</p>
<p>Customer service advisor did not give their name when I called</p>	<p>Customer service advisor has been coached further to ensure name given in future</p>