

Overview and Scrutiny Committee - Housing



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14 November 2017



Housing Customer Service Project



Service Plan

Objective: Improve Customer Service

- Identify key transactional services to be delivered online
- Create online forms and workflow
- Publicise and refer tenants to online services
- Implement new call handling telephone system
- Increase texting services

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Online

- Eight areas identified
- Four forms live
- Six forms testing
- Easier to complete
- Mobile responsive
- Customer language

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Register Login

Self-service home Services

Apply to rent a council owned garage

Introduction Applicant's details Choose your preferred garage location(s) Contact

Please note that when you apply for a garage:

- we will add your name to the waiting list for your preferred location
- when a garage becomes available it will be offered to the applicant at the top of the waiting list for that area
- preference will be given to tenants of Waverley Borough Council, followed by ex-tenants who have bought their homes from Waverley
- tenants in arrears will not normally be considered for a garage.

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Digital Platform

- Meet expectations
- Self service
- 24/7 contact
- Avoidable contact
- Value for money
- Phase One view rent accounts
- Rent due
- Payments paid
- Account balance

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Publicity

- All Tenants Open Meeting - July
- Waverley Homes and People - Summer
- Information at sign up and other contacts

Easier online

With 4,000 visits to Waverley's website every day more people are finding it easier to connect to housing services via smart phone, tablet or pc.

This page shows some of the things you can do 24 hours a day, seven days a week. All you need to do is visit our website, www.waverley.gov.uk and search for 'council tenants'. The pink buttons will lead you to more pages with information about everything from condensation to gas safety and from permission for pets to dealing with pests.

You can also find us on
Twitter and Facebook

@WaverleyBC

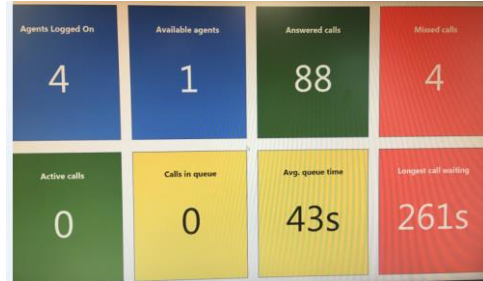
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Telephony

- Implemented UC Analytics
- Monitoring of calls
- Live info
- Decreased number of lost calls 11% to <3%
- Focus on quality of call



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Texting

- Contractor appointment texting
- Day before, ETA on day and completion
- Rents texting
- Missed payment, missed DD and bespoke messages

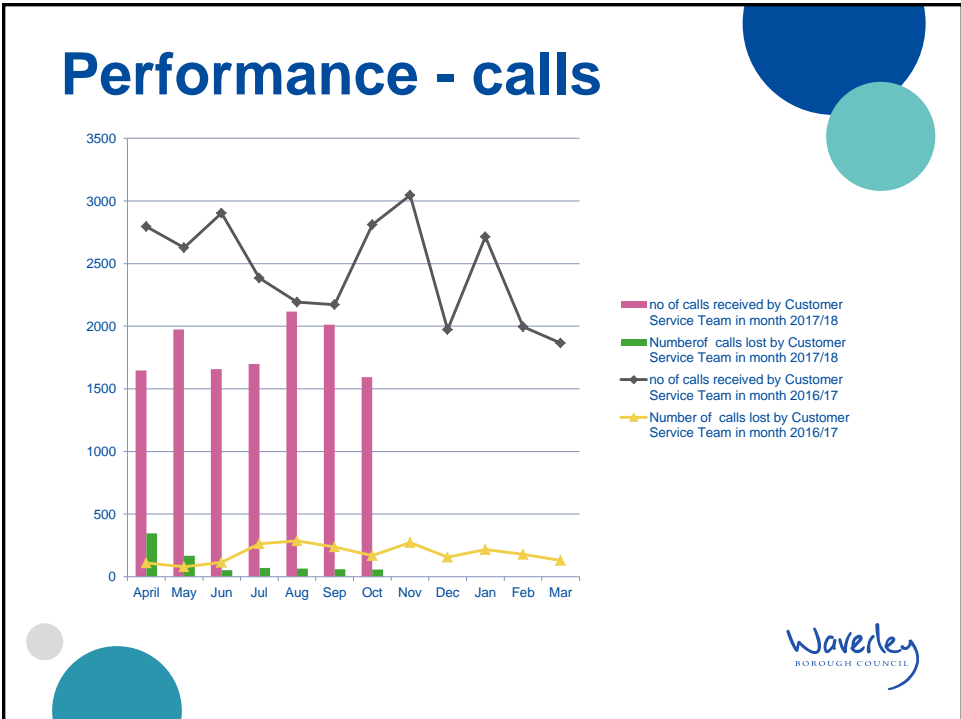
**** SMS Reply Information ****

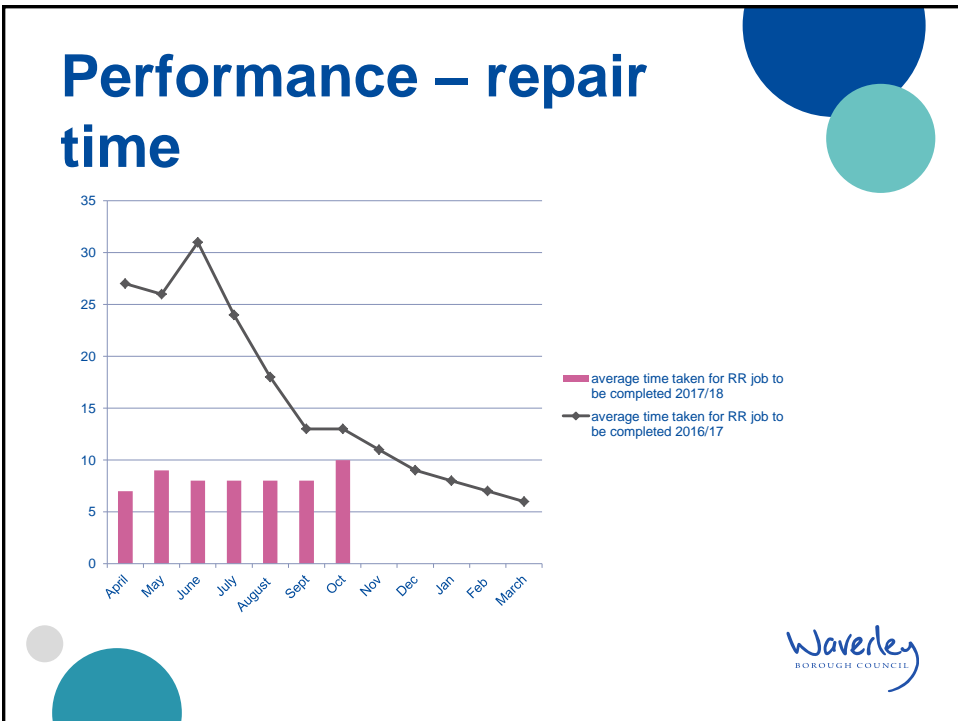
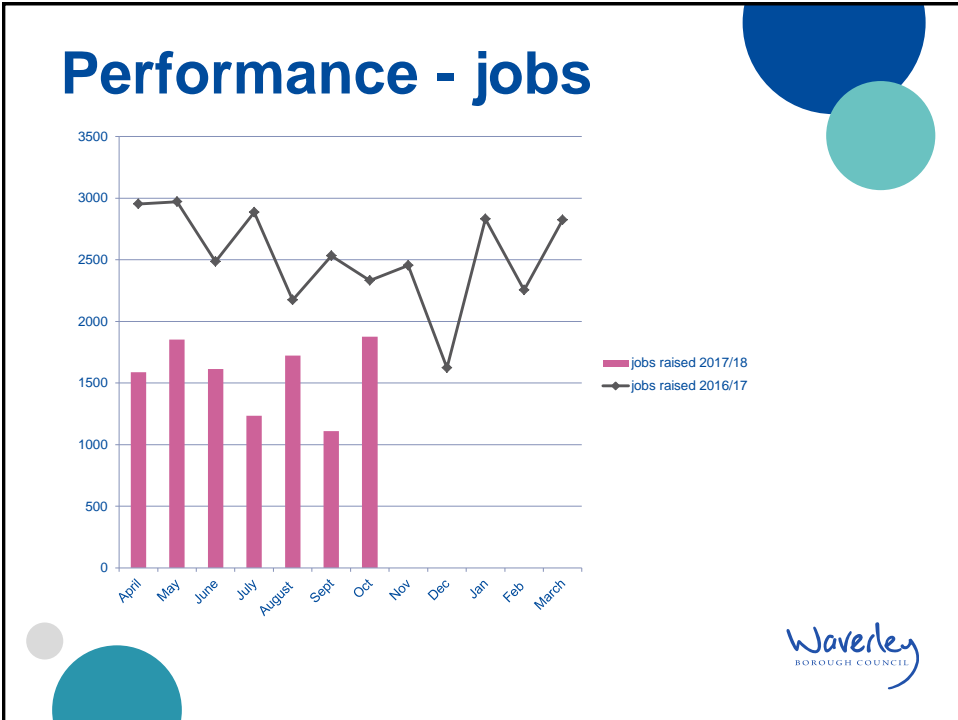
RecID: [REDACTED]
 Site: Waverley
 Contract: 01: Responsive Repairs
 JobNo: [REDACTED]
 Address: [REDACTED] Queensway, Cranleigh, Surrey, GU6 [REDACTED],
 RemotedeviceID: [REDACTED]
 Mobile No: [REDACTED]
 Reply Message: I'm on my way will be there about 1 30pm

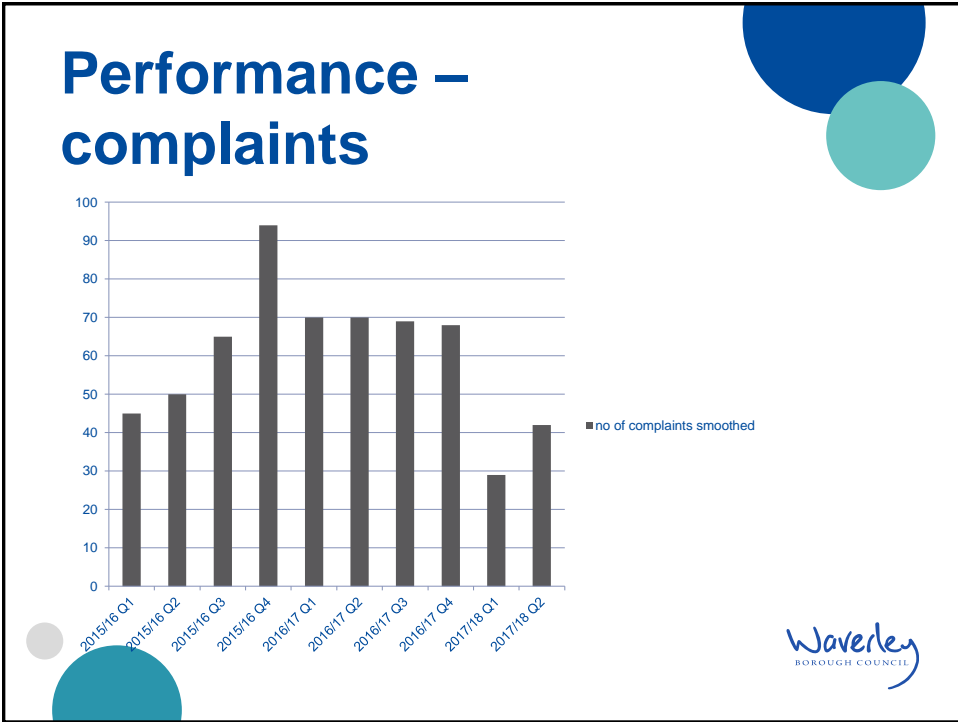
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Housing Service Restructure Objectives

- build on improvements made
- structure support customer focus
- strengthen the corporate vision of a streamlined customer service, and provide a single contact point for tenants
- ensure that value for money and quality service delivery
- further develop and maintain the housing systems

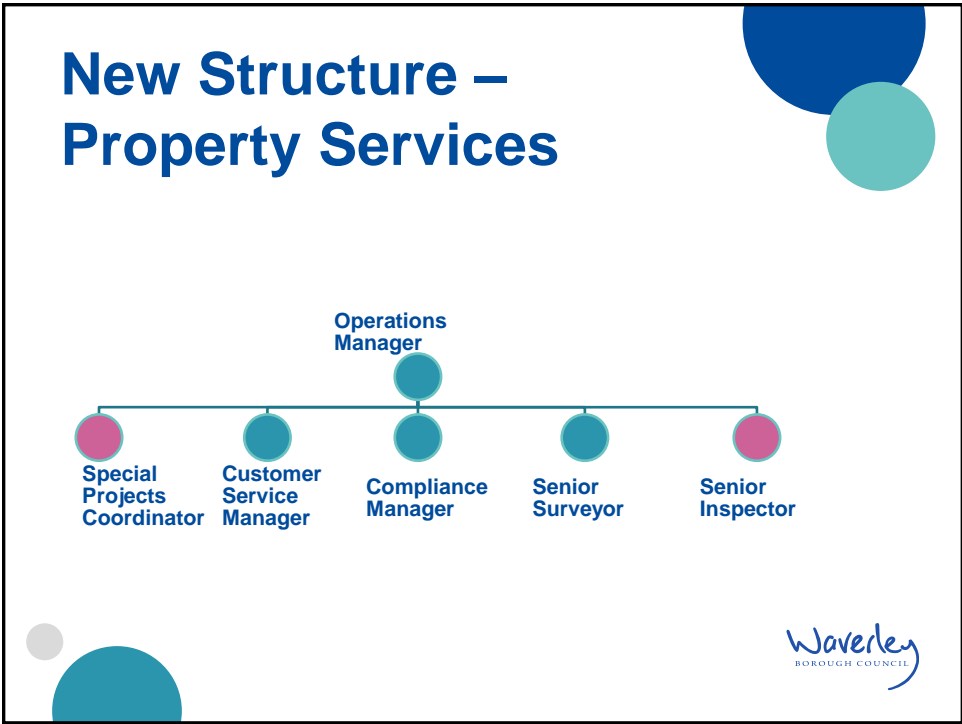
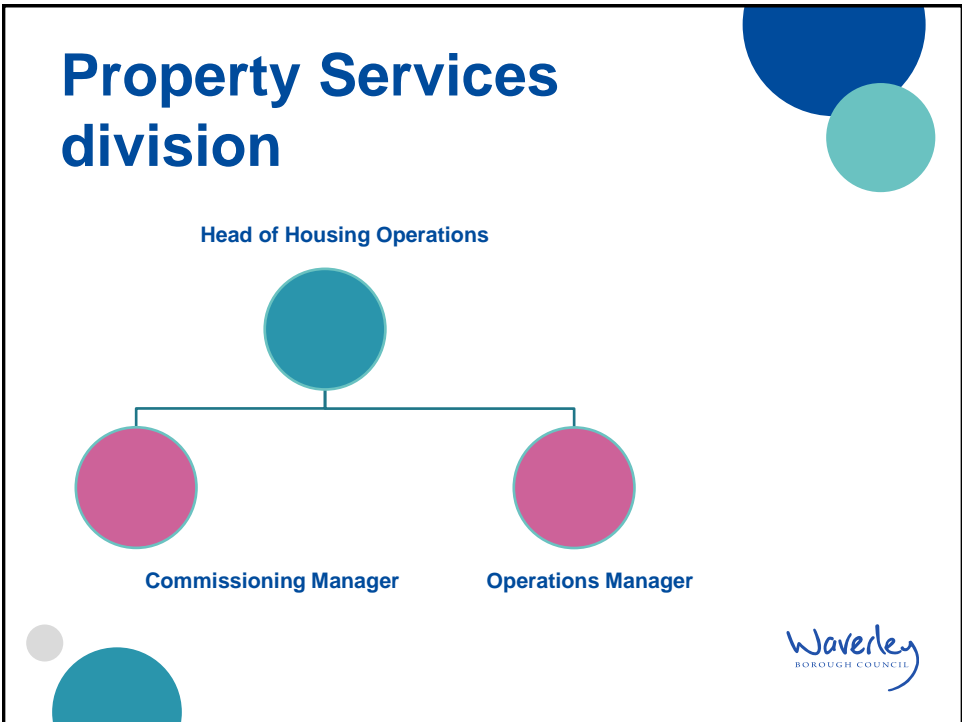


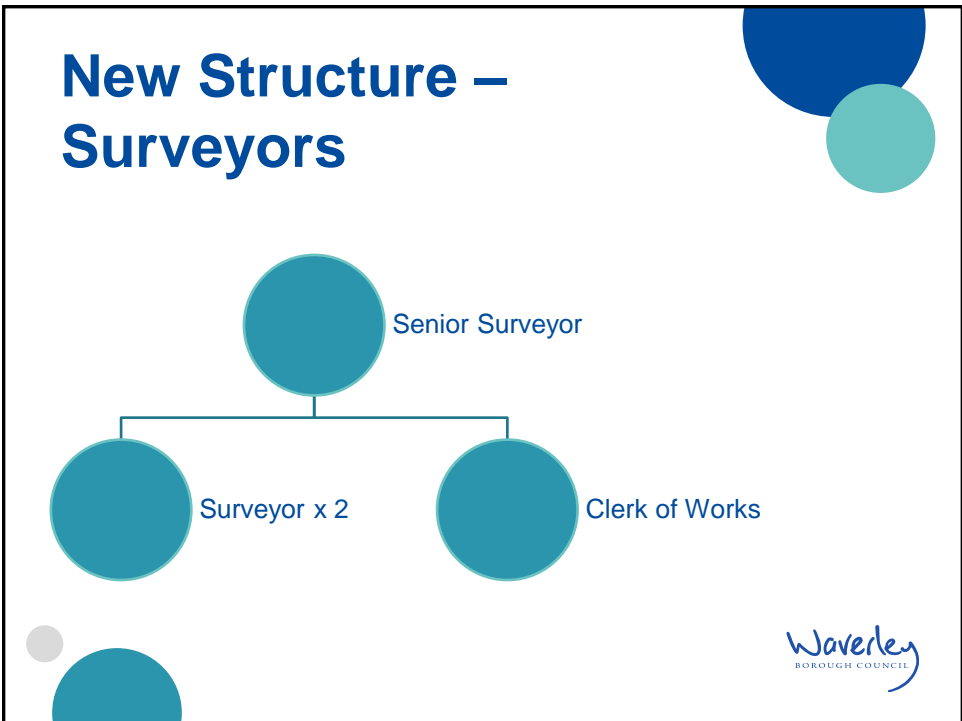
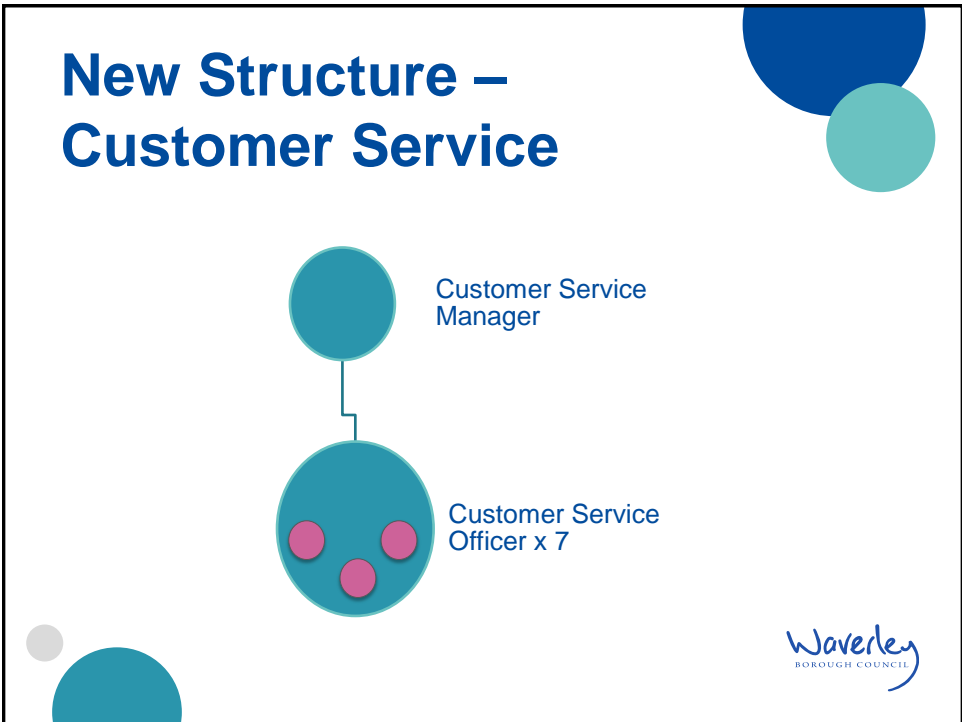


Drivers for change

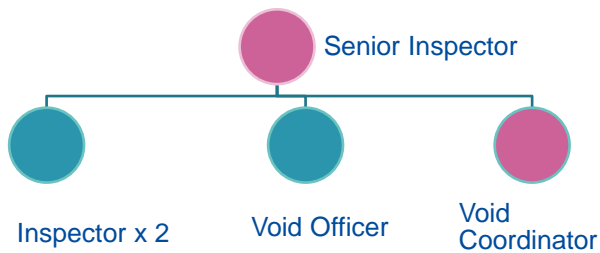
- Excellent customer service for our tenants
- To work smarter to deliver efficiencies
- Staff empowerment

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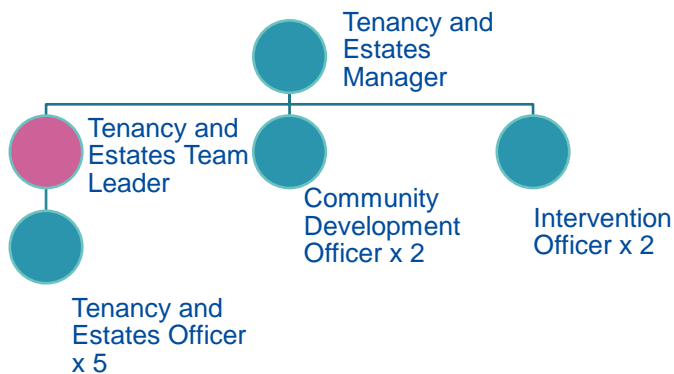


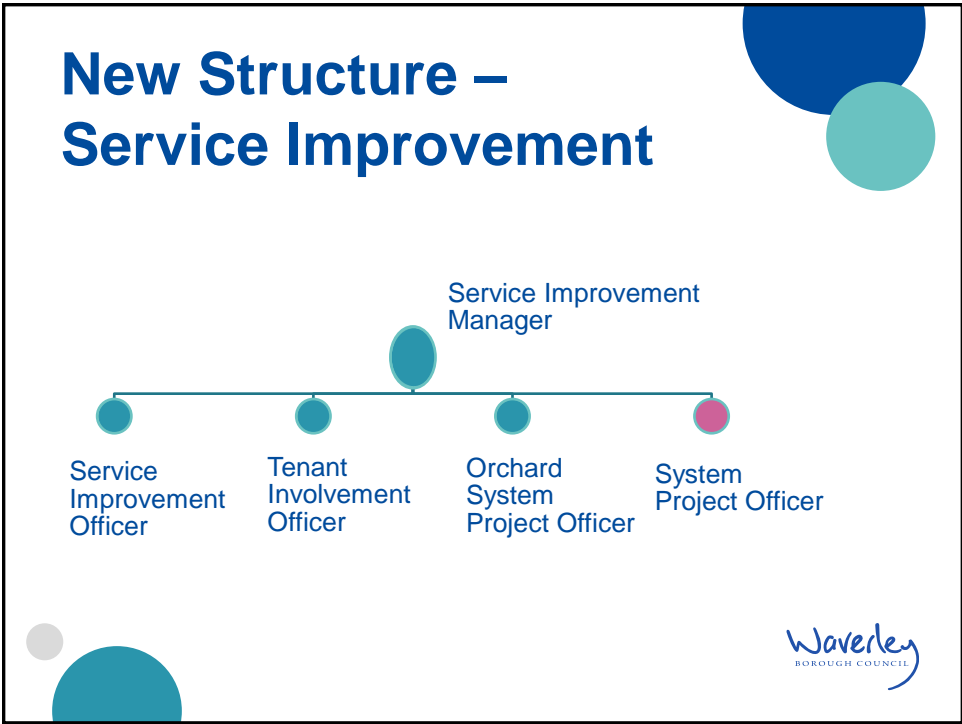
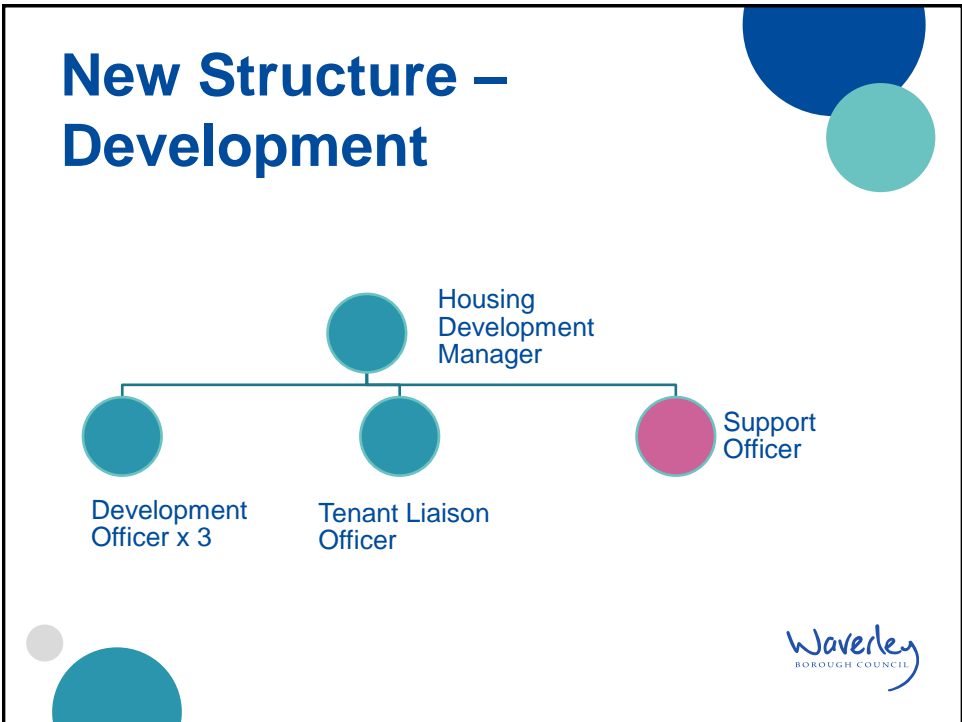


New Structure – Responsive Repairs and Voids



New Structure – Tenancy and Estates





Next steps

- Implement the restructure
- Testing phase two online forms
- Testing online rent account
- Implement T&E Case management system
- Development of digital platform
- Further develop texting services
- Ongoing monitoring of service delivery