



Customer Inspectors have been working with WPH officers since they completed their training in November 2007.

Their checks have brought about the following improvements to service delivery and are an example of our 'You Said, We Did' initiative:

- Void cleaning standard reviewed - all properties now receive a 'final clean' before being let
- All gardens are now cleared when a tenant leaves a property.
- Opening times and out of hours contact details now displayed outside WPH offices.
- Feedback on Customer Charter checks now given at Area Managers' meetings.
- Counter staff instructed to wear name badges in full view of customers.
- 'You're a Star' awarded to a member of staff showing excellent customer care.
- Review of WPH procedures for dealing with anti-social behaviour.
- Work calendar now displayed in tenant's home to record daily attendance to tenant liaison officers.
- Site Managers increased and frequency of site meetings increased to ensure progress with proposals.
- Contractor investigated employee competencies.
- Kitchens and bathrooms now routinely decorated if investment works have been carried out.
- The Tenant check list, which advises residents how to prepare for the improvement works is now left with the tenant as a permanent source of reference.
- Tenants are now given a Programme of Works which summarises how the work will progress and what tenants can expect to happen on each day of their Improvement Programme. Wates have increased the number of toolbox talks with an emphasis on customer care and the importance of engaging with the tenant and being courteous.
- Tenants are now left copies of all signed paperwork for the improvement works for future reference.
- An individual joiner from Wates received praise/recognition of the positive comments made about him to the Customer Inspectors by residents.

