



**Date of consultation:** 7<sup>th</sup> October 2016

**Consultation Title:** How we deliver Income and Housing Services to our customers – review of Income and Housing Management Services

**Number of tenants/customers involved in consultation:** 38

**Method of Consultation:** Online Survey and telephone survey

## **1. Overview of tenant/customer feedback from consultation:**

- Overall customers are happy with the income service
- Customers want more issues resolved at first hand.
- Customers want us to keep doing what we do but improve communication.

## **2. Key recommendations from consultation:**

- Improve Communication- keep people informed, update contact details, deal with things when report.
- Improve how we deal with ASB.

## **3. What will Plus Dane do as a result of this consultation:**

- The feedback will be used directly to support the review of the structure.
- Improved processes and information for staff to be able to respond to customers on first call will be introduced following the restructure.
- ASB- will be dealt with by dedicated officers for a consistent service and aligned across the group.
- A triage service will be introduced by housing advisors on first call to either deal with the query at first point of contact or arrange an appointment.