

Service Standards...our commitment to you

In December 2008 the mystery shoppers, tenants and residents from Manchester & District Housing Association, began checking the new service standards that we sent you in the Winter link (2008).

The mystery shoppers undertook visits to Neighbourhood offices and also telephoned to access services.

In addition to this we also set up an internal audit process to check staff performance in relation to the standards.

Below is a summary of the results for December 2008:

Getting in touch	
Our standard	Our performance
Staff always wear name badges at work	58% staff wore badges across M&D (In the office)
Answering your calls within 5 rings	78% answered within timescale
Returning calls within one working day	Not shopped in this round
Tell you who we are, giving our first & last name	89% of staff gave a courteous welcome 11% of staff gave both first & last name
Respond to letters in 10 working days	Not shopped in this round
Respond to your emails by the end of the next working day	83% were responded within the timescale
Keep our email response message upto date	41% of auto replies contained this information
Have staff available at reception in our offices (except Crewe/Harvest Response)	100%
Accessible offices & clean	100% accessible except Preston and Stockport office *
Display emergency contact details when offices are closed	100% - on display in all offices
Offer you a private area to talk confidentiality	100% - all offices have a confidential interview room
Arrange for you to speak with a member of the same sex if required	100% - available in advance

Provide a translation service	100% - translation service available in all offices via language line
Provide information in your preferred language, braille, large print or audio in 10 working days	Not shopped in this round
Approach to confidentiality / data Protection	100% - no complaints received

*These offices are not compliant and we will be working with tenants to identify more suitable Neighbourhood offices

So in response we have:

- reinforced the Service Standards with our staff
- reviewed our reception standards to make sure all offices comply
- we are considering options for new accessible office accommodation in Preston and Stockport
- carried our refresher training and awareness on translation services as part of our ongoing approach to Diversity
- we have ensured all Staff that visit customers in their homes & Neighbourhoods have Photo identification
- all our Contractors and Operatives who enter your home carry full identification and the ID card has the Harvest Response number in braille.

We will report performance against the service standards to our customers every 3 months in the Link (Tenant Newsletter) and on the website.

If you're interested in becoming a mystery shopper please contact Harvest Response on:

LoCall 0845 345 0272 or email response@harvesthousing.org.uk

