

## Voids

Recommendation	Expected Outcome/s	Key Actions	Deadline	Update
<b>Improve the voids service by:</b>				
Capturing customer satisfaction information from more new customers	For all new customers to be asked their views on the services provided by the Group	1. New customers to receive survey 4 weeks after	1st April 2010	Purchasing M&Y Joinery on 31st December 2009 (Maritime's new DLO) provides the group with an opportunity to review resources in order to undertake a group wide survey of all the groups' new customers through the DLO.
		2. Review information on a regular basis	1st April 2010	
		3. Review performance information at repairs core group meetings which are attended by customers (including Regional Consultative Committees), staff and members	1st April 2010	Recent Quality Assurance Audit started this process
		4. Use the information to challenge the lettings standard	1st April 2010	

Understanding why customers are not satisfied with their new home	Increased awareness as to the reasons why customers aren't satisfied with their new home or the services provided by the Group	1. Introduce new PI regarding "New customer satisfaction"	1st April 2010	
		2. Performance information reported to Regional Consultative Committee, Operational Management Team and Board	1st April 2010	
Reviewing the letting standard to ensure it meets the needs of prospective and existing customers	Aspirations of customer match the standards set by the Group	1. Complete "Great Expectations" sessions with customers (including Regional Consultative Committees) that have been with the Group between 6 and 12 months	1st April 2010	
		2. Pilot a scheme for residents to match fund improvement work or special requirements	1st April 2010	
		3. Residents to scrutinise the void inspections by undertaking quality assurance assessments upon an agreed sample	1st April 2010	Responsive Repairs Service Excellence Team has been set up and running from April 2009 - It has customer representation (including members of the Regional Consultative Committee)
		4. Regular review of the lettings standard every 6 months	1st April 2010	