

# Customer Panel Scrutiny Report

## The Customer Experience Through the Voids Process

Report compiled by: Cairn Customer Panel  
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## Acknowledgment

The Customer Panel would like to record thanks to Lynda Johnstone from the Tenants Information Service and all the Cairn staff involved in this scrutiny project for their assistance and cooperation.



# 1. Introduction

## 1.1 What are the benefits of scrutiny?

Tenant scrutiny gives the following benefits:

- Continuous monitoring of performance allows the customer and association to improve the services customers receive
- Customers have the opportunity to take part in monitoring the organisation and influencing how services are carried out
- Customers can offer a valuable perspective on the actual experience of customers which can help shape and improve Cairn's services

Tenant scrutiny can bring benefits for all, including:

- **Customers** – it improves services
- **Cairn** – it identifies underperforming areas
- **Regulator** – it demonstrates compliance with regulatory standards
- **Partners and stakeholders** – it illustrates the benefits of partnership working and continued improvement

## 1.2 Selecting a service for scrutiny

The Customer Panel were given a copy of the Annual Report on the Charter (ARC) to see how Cairn are performing. The Customer Panel reviewed the information and noted the areas where performance could be improved. The Panel also drew on personal experience and decided that the experience of moving into a new home would be a suitable second project.

The project commenced on 9 September 2014 and recommendations were agreed on 27 April 2015, with this final report issued to Cairn's Executive Team on 1 June.

The Customer Panel members involved in this scrutiny project were:

**Archie Caddis**  
**Anne Arnott**  
**Deborah Docherty**  
**John Hume**

**Dawn Beaton**  
**Alison Harvey**  
**Robert Girdwood**  
**David Johnstone**

## 2. Scope of the Review

The Customer Panel agreed to look at the customer experience of being offered a home through to moving in. The Panel agreed a programme and the information required to progress the project. During the course of the project, it became apparent that tenants were dissatisfied with the quality and standard of the home they were moving into. Subsequently, the Panel decided they needed to investigate the re-let standard as part of their project in addition to the customer experience.

## 3. Scrutiny Process

The scrutiny project followed a pre-agreed programme which consisted of the following tasks:

- Background research on policies, procedures, re-let standard, etc
- Attending void inspections, sign ups and settling in visits
- Journey mapping exercise of new tenants
- Study visit to Hillcrest Housing Association

The Panel faced a number of challenges throughout the project. The topic wasn't clearly defined at the outset because Cairn, albeit with positive intentions, encouraged the Panel to look at the customer experience from being offered a home through to the settling in visit. However, the Panel's idea had been to focus on void re-let standards. In future, it was agreed that the Panel must have complete confidence that the topic under scrutiny would be their decision.

The project took a lot longer to complete due to the Panel not being offered a visit to all available properties at various stages of the void process. It became apparent as the project progressed that in future, it would be better for the Panel to work on an outline of the project plan with key members of staff once an area for scrutiny has been decided. This will mean that any communication or logistical difficulties in managing the project can be ironed out before the project starts.

## 4. Customer Panel's Statement

Notwithstanding some difficulties during the project, the Panel worked closely with staff in the housing and maintenance team to move things forward. The Panel would like to thank the staff for their co-operation and, in particular, senior staff for all the support that was given when the project lost some momentum.

Throughout the project, the Panel discovered there were inconsistencies throughout the whole of the voids process. For example, pre-void visits were not always carried out, decoration vouchers were not always offered when they needed to be and the quality of the home let to tenants was inconsistent. The Panel specifically felt that the quality of repairs in some of the homes was poor.

With a few exceptions, the Panel found that tenants were happy with the level of customer service they were given by staff while moving into their new home.



## 5. Findings, Recommendations and Actions

Finding	No.	Customer Panel Recommendation	Executive Team Action	Implementation Date
<b>Standard of properties</b>				
The panel noted it had not always been possible to undertake pre-void inspections. This resulted in repairs that were tenants responsibility not being identified and charged back to tenants.	1	Visits must be made to properties prior to the tenant vacating.	Agreed. Existing policy is that a pre-termination visit is carried out although access is not always provided by the tenant. This policy will be reinforced with local teams and possible new approaches explored which would improve access via the WIG project.	Team Training by 30 September 2015
	2	Repairs to be undertaken at tenant cost, to be recorded and the tenant made aware of their responsibility for these at the outset of the termination.	Agreed. This is current policy and the implementation of this will be stressed to local teams.	As above
	3	Repairs to be carried out while the tenant is still in residence so that the property can be turned around quickly.	We will consider this approach as part of our WIG project on void re-lets. This would compliment the current pilot being run in the North where we are carrying out minor repairs after the new tenant has moved in to the property.	Pilot from September to December 2015 in North area.
	4	Cairn should consider whether staff should work outside normal hours if this is required.	We will consider the implementation of a pilot for this in the North to identify the level of demand for this approach.	Pilot from September to December 2015 in North area.
There were inconsistencies in relation to repairs, redecoration	5	A speedy review of the re-letting standards is required. The Panel	Agreed. Working group to be convened to review the re-let standard and carry out	Review of re-let standard to be

<p>and cleanliness. One example was that holes had been filled in the plasterboard and not rubbed down prior to painting. Another had holes filled in and bare plaster left without being painted.</p>	<p><b>6</b></p>	<p>would like to be involved with this review.</p> <p>Sign off of all major repairs to be undertaken by maintenance staff rather than Housing Officers.</p>	<p>benchmarking of existing standard against other providers. The panel will be invited to be members of the group.</p> <p>Partially Agreed. We will review authorisation levels for 'sign off' of major repairs and introduce a cost limit for approvals. With regard to sign off of more routine void repairs (such as the example provided) we will provide training to all relevant front-line staff following the review of the re-let standard to ensure that there is a consistent approach.</p>	<p>completed by 31 December 2015</p> <p>31 December 2015</p>
	<p><b>7</b></p>	<p>Properties are to be given a thorough clean before tenants move in.</p>	<p>Agreed. We will introduce a clear pictorial guide of the re-let standard for tenants (including cleanliness standards) and will include a section within the sign-up pack for them to confirm that the property meets the minimum standard.</p>	<p>31 December 2015</p>
	<p><b>8</b></p>	<p>Sample spot checks of 'ready to let' properties should be carried out by the Chief Executive and other senior staff.</p>	<p>Agreed. Each member of SMT will carry out 3 post void inspections per annum.</p>	<p>31 December 2015</p>
<p>Whether a new tenant gets decorating vouchers, and the amount given, is left to the discretion of the inspector. The average is £20 per room. When</p>	<p><b>9</b></p>	<p>If a property requires decoration, ask the prospective tenant whether they would wish to have decoration vouchers or whether they want Cairn to decorate.</p>	<p>This will be considered as part of the void re-let standard review.</p>	<p>31 December 2015</p>

undertaking the telephone survey (results at Appendix B), it became clear that tenants were not offered this automatically in some areas but were in others.	10	Look into setting up a contract with a paint company. The tenant can pick paint colours at sign up and Cairn gets the paint delivered and signed for.	Dulux offer this service which includes a next delivery service. This will be included as part of the void re-let standard review.	31 December 2015
	11	Ensure consistency across all properties to be let.	The void re-let standard review will include a review of the sign-up paperwork and a pictorial description of the void re-let standard. This would be signed by new tenant to verify that they agree that the re-let standard has been met.	31 December 2015
Properties were being brought up to standard and let while the kitchens and bathrooms were past their best.	12	If financially viable, consideration should be given to updating kitchens and bathrooms in properties which have had no upgrades for a lengthy period of time, even if they are due to be upgraded shortly.	Partially agreed and complete. This process has been effectively implemented via the WIG approach for those properties which suffer from low demand and for which improvements would secure a letting.	Implemented
<b>Health and Safety</b>				
Some properties seen by the panel were in a very poor state. In some cases, staff would be entering not knowing what might be in the property. For example, in one property there were syringes on the floor.	13	Maintenance and Housing Officers to be supplied with PPE kit: safety shoes, disposable overalls, gloves and hand sanitiser.	Agreed. This action will be progressed in liaison with our Health & Safety Manager	30 November 2015
	14	Maintenance Officers to be supplied with a first Aid Kit in case of accident on site.	Agreed. This action will be progressed in liaison with our Health & Safety Manager	30 November 2015
	15	Two members of staff always	Partially Agreed. We will review this	30 November

		attend properties which have not been available for pre-vacation inspection. In instances where this has not been undertaken, staff attending properties should have had basic Health & Safety training.	recommendation with our H&S Manager. Visits in pairs would be resource intensive and it is likely that a more risk based approach could be adopted with an additional officer called if a property is found to be in poor condition / concerns identified.	2015
Panel members visiting one property had to wait until the Maintenance Officer topped up the meter key as there was no power in the property.	<b>16</b>	Maintenance Officers should carry a small float to top up meters when required.	Agreed.	31 October 2015
There was a concern raised over vulnerable tenants living in Cairn properties. In one instance, a tenant of 13 years, who was in a wheelchair, had died at the property. Over the duration of the tenancy, there had been difficulty gaining access. The cost of bringing this particular property up to standard was almost £9,000.	<b>17</b>	An alert to be placed on the housing system for vulnerable tenants who may require additional support. An annual visit is to be undertaken in these properties.	Partially agreed. We are in the process of collating customer profile info which will be displayed on the CRM to identify vulnerable tenants. The CRM will also provide the ability to identify tenants who have not contacted us within the last 12 months so that we can pro-actively make contact with them to identify any support needs. Contact may be via telephone dependant on the individual circumstances.	Flags now implemented. 1 <sup>st</sup> report to be run in March 2016 of vulnerable customers who have not contacted in previous 6 months & contact to be made.  Programme of visits agreed by 30 October 2015
	<b>18</b>	Cairn staff, when aware of tenants who might have high support needs to keep their properties in good order, are more pro-active in managing these tenancies.	Agreed. The Customer Service Manager is taking this action forward as part of the Customer Excellence Strategy action plan.  We are also considering our approach to regular contact with customers to ensure that profile information is refreshed and will be	

	<b>19</b>	It is essential that references and background checks are undertaken for all prospective tenants.	implementing a programme of regular 'customer care' visits on a bi-annual or 3 yearly basis to all of our customers. More frequent contact will be made with those customers identified as having high support needs.  Partially agreed. Our allocations policy (which is reviewed every 3 years) was last reviewed in October 2014 and complies with the requirements of the Housing (Scotland) Act 2001, guidance issued by the Chartered Institute of Housing and best practice. There is clear legislation regarding access to the housing register and the level of checks which the association can carry out and consider in determining access and in reviewing applications.	Implemented
<b>Sign Ups and Settling In Visits</b>				
The sign up packs have too much information and there are too many loose bits of paper. More relevant property-specific information, for example, where the stop valve is located, would be better for tenants.	<b>20</b>	The sign up packs and tenant handbook are to be updated. The Customer Panel would like to be involved in this project.	Agreed. The sign-up pack will be reviewed as part of the void re-let standard review. The tenant handbook will be updated by the Communications and Engagement Team and a new website is also currently being developed.	31 December 2015
Some of the information would be more appropriate for a settling in visit as tenants were overwhelmed with the amount given to them at sign up.	<b>21</b>	If possible, the number of signatures required to be reduced.	Agreed. This will be included in the work outlined above.	31 December 2015

Panel members noted signatures were required on 8 occasions!				
The Panel found that the preparation of paperwork for the sign up is onerous for the Housing Officer as new tenant details have to be entered on the system numerous times.	<b>22</b>	Applicant information should only have to be input once and any forms or letters needed should come off the system pre-populated as much as possible	We will review the current process with our IT team to identify opportunities to steam-line the process	Process reviewed by 31 December 2015
The Panel felt more could be done to enhance the moving in experience for the tenant.	<b>23</b>	Provide new tenants with a welcome pack. For example, some teabags, cleaning materials and other useful items.	Agreed. The void re-let standard working group which will be set up will identify what to include in a new welcome pack. The costs of promotional items may dictate that this is implemented from April 2016	31 December 2015
Through the journey mapping the Panel found that settling in visits aren't carried out very often.	<b>24</b>	All tenants should be given (or at least offered) a settling in visit.	Agreed. This element is included as part of the new service standards which are being monitored from April 2015	Implemented
<b>Communication and processes</b>				
When asking about delays with a property, the Panel found that the process had been delayed because staff had been on holiday but the contact centre were unaware of this and information was not passed on to anyone else.	<b>25</b>	A global calendar should be used by all members of staff in Cairn, particularly for the benefit of staff in the contact centre.	Agreed. We will implement procedures to ensure that this information is available to the contact centre.	30 October 2015
	<b>26</b>	The Contact Centre should be kept up to date on available properties.	Agreed. We will implement procedures to ensure that this information is available to the contact centre.	31 October 2015
There was occasionally	<b>27</b>	A full process mapping exercise	Agreed. We will review our procedures to	31 December

<p>confusion as to which member of staff was responsible for which part of the process. For example, on occasions the Housing Officer would sign off a ready to let property and at other times it would be the Maintenance Officer. There would be improved accountability if everyone was clear on specific roles.</p>		<p>of the void process should be carried out. This should include revising all associated paperwork and letters.</p>	<p>ensure that roles and responsibilities are made clear both to customers and internally.</p>	<p>2015</p>
<p>There are good links between maintenance and housing staff in moving through the process. However, in discussion with staff, the panel felt that the amount of time maintenance and housing staff spend on administration (preparation of paperwork for sign ups or typing up reports following inspections), is time consuming.</p>	<p><b>28</b></p>	<p>Administrative support for maintenance and housing officers should be better utilised in relation to the voids process, particularly to schedule visits and other work in diaries. Consideration to be given to a part time role or a re-worked current role.</p>	<p>We will review our current process with the tenancy services teams to identify possible efficiencies.</p>	<p>30 October 2015</p>
<p>The organisation should be making better use of technology. Smartphones are already being provided for sheltered/retirement housing to allow pictures to be sent. This will improve communication but is just a start.</p>	<p><b>29</b></p>	<p>Provide key members of staff with mobile devices and appropriate systems.</p>	<p>Our Customer Excellence Strategy includes an action on mobile working. This recommendation will be picked up as part of this.</p>	<p>Mobile working project in place. Initial pilot to go live 20 October 2015</p>

<p>The panel felt there could be better advertising of properties, particularly in the hard to let areas. For example, more professional leaflets and 'To Let' signs.</p> <p>The panel felt that the 'property available' area of the Cairn website could be improved, perhaps with wider descriptions and photographs.</p> <p>One property on EdIndex was advertised as having a wet floor shower, but it was a shower over bath. This error meant that 108 applicants had to be called.</p>	<p><b>30</b></p> <p><b>31</b></p> <p><b>32</b></p>	<p>Improve advertising of properties across all appropriate mediums.</p> <p>Improve the 'properties available now' area of the website.</p> <p>Ensure that all information held about a property is up to date.</p>	<p>Agreed. Our work on the WIG has included this approach and we have now actively used 'To Let' signs where necessary which resulted in a successful let. We are also actively using websites such as gum-tree and zoopla to advertise properties.</p> <p>Agreed. The Communication &amp; Engagement team are currently leading on a web site project and have recently appointed a preferred developer. The project brief includes the ability to provide prominent property adverts.</p> <p>Agreed Property information is currently being updated / cleansed as part of the asset management project. We are aware that there are errors with some property attributes which will be addressed as part of this project.</p>	<p>Implemented</p> <p>New web-site launch 25 January 2016</p> <p>30 October 2015</p>
<p>The Panel noticed that maintenance staff seemed particularly stretched with the amount of work they had to do and the amount of time available.</p> <p>The Panel realised, in conversations with staff, that in the south there are 3 income housing officers and only 2 ½</p>	<p><b>33</b></p> <p><b>34</b></p>	<p>Consideration to be given to employing more maintenance staff, particularly in the south, where they seem to be particularly stretched.</p> <p>Consideration should be given to bringing the number of tenancy housing officers up to the level of income housing officers. This could help to reduce void times.</p>	<p>Agreed. We will restructure Customer Services and include the appointment of a new Maintenance Manager post in the South.</p> <p>The current staffing arrangements were based on an analysis of workload and tasks as part of the Customer Services restructure which created specialist teams for income management and tenancy services.</p>	<p>31 October 2015</p> <p>N/A</p>

<p>tenancy housing officers.</p> <p>The Panel found that in the majority of interactions, staff provided a good service to tenants through the process</p>	<p><b>35</b></p>	<p>Cairn management to acknowledge when staff are doing a good job</p>	<p>Performance in both areas has improved significantly since the changes were introduced. There are no immediate plans to carry out further restructuring at this level however the recent introduction of one Head of Service for all of the country will allow for a more joined up approach across customer services.</p> <p>Agreed. This observation is accepted and SMT strive to ensure that staff are acknowledged and appreciated for the excellent work that they deliver on a daily basis. Our very strong performance over the past 12 months and recent excellent customer satisfaction feedback has been acknowledged as has a celebration of the excellent work done by our WIG leads and their teams on void re-let performance.</p> <p>We will publicise the outcomes of the Customer Panel's project to the staff team and congratulate them on the good practice identified by the panel.</p>	<p>Team Training by 30 September 2015</p>
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## 6. Next Steps

Report issued to Chief Executive.	1 June
Report to be discussed at Senior Management Team meeting.	25 June
Chief Executive to issue draft response and action plan to Customer Panel, via C&E Team.	9 July
Customer Panel given an opportunity to review and comment on Cairn's response to the report.	
Panel representatives invited to attend a meeting of the Audit and Performance Committee to discuss the report. It is anticipated the report would be formally signed off at this meeting.	
Communicate report and action plan to staff and tenants:- <ul style="list-style-type: none"> <li>• Staff newsletter</li> <li>• Cairn Focus</li> <li>• Website and social media</li> </ul>	TBC
Evaluation and review of the action plan outcomes.	TBC

## Appendix A: Three Stage Scrutiny Project Plan

	Task	How to do it	Outcome required	Time (mins)	Deadline	Lead group
<b>Stage 1: Fact Finding and Research</b> Legislation, Cairn policies and background information						
1.1	Read Cairn's voids policy.	Read policy	Information only		9 Sep 2014	All
1.2	Look at our performance information and compare it to other social landlords.	Included in minute of September meeting	Information only		9 Sep 2014	All
1.3	Look at our re-let standard.	Read re-let standard (site visit at stage 2)	Information only		9 Sep 2014	All
1.4	Look at the costs involved with bringing a house up to standard and what our budget is for void properties.	Read report from Cairn	Information only		9 Sep 2014	All
1.5	Step by step guide to the whole process from start to finish.	Discussion led by Caroline at September meeting. Included in minute	Information only		9 Sep 2014	All
1.6	Find out what information Cairn gives to customers during the whole process.	Sign up packs handed out at September meeting	Information only		9 Sep 2014	All

Stage 2: Fieldwork Practical fact finding						
2.1	Review response of Caroline's survey to new tenants	Information to be sent following close of questionnaire	To find out the satisfaction of new tenants with the quality of their new home		Fri 19 Sep to Fri 10 Oct	All
2.2	Look at Maintenance/Housing Officer's paperwork for carrying out property checks	Paperwork to be looked at before site visit	To see what the checklists the Officers use and if it can be improved		Fri 26 Sep	
2.3	Estate inspections: <ul style="list-style-type: none"> <li>visit empty homes</li> <li>sign up</li> <li>settling in visit</li> </ul>	Site visits north and south to be arranged	To find out what standard the homes come back to Cairn in and to find out what standard Cairn let properties		Mon 29 Sep to Fri 17 Oct	All
2.4	Journey mapping: speak to customers at various stages of the process to find out what kind of experience they had.	Questionnaire to be drafted before speaking to customers	To find out whether customers had a positive experience and the policy was followed consistently when they moved into their home		Fri 26 Sep to Fri 17 Oct	All
2.5	Go on a study visit to a housing association who have really good voids management to find out how they do things, if a visit is possible.	Field trip to other housing association	To find out how the best in the sector do things			All

**Stage 3: Any further work that may be required**

<b>Stage 3: Any further work that may be required</b>						
3.1	Interview staff to find out what their opinions are on the voids process.	Interview staff	To find out what staff think of the voids process and to find out how they think it can be improved		Early November	
3.2	Look at tenant sign up packs, including looking at what other landlords give their tenants	Workshop	To find out if what is included in the sign up pack is sufficient and if it can be improved		Early November	

## Appendix B: Journey Mapping

**Name:** Mr X

**Address:** Inverness

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	I received a letter. Was absolutely delighted. Had been waiting for a house for a couple of years	10	No ideas for improving any of it.
Viewing of the property	I was very excited to view the house. I knew it needed a lot of work (decorative) but it's getting there now. I paid for everything myself and didn't get any decoration vouchers. I asked for them and the Housing Officer wrote it down in her book but nothing happened.	0	Glass panel on one of the doors needed replacing. Took half a day off work on Friday and no one showed up.
Sign up (when you signed for your home and got your keys)	The Housing Officer took her time and explained everything		
Settling in visit	No settling in visit was had.		

**Name:** Ms X

**Address:** Inverness

<b>Journey step</b>	<b>Experience at each step (action, thoughts, feelings, reaction)</b>	<b>Score out of 10</b>	<b>Key issues / ideas for improvements</b>
Telephone call with offer of property	I got a letter. Was very happy	10	No ideas for improving any of it.
Viewing of the property	I was very happy with the condition of the place. Very happy with the security.		
Sign up (when you signed for your home and got your keys)	Spent time going through everything but didn't know how to use the boiler and i still don't know how to use it.		
Settling in visit	Lorraine visited me.		

**Name:** Mr X

**Address:** Wick

<b>Journey step</b>	<b>Experience at each step (action, thoughts, feelings, reaction)</b>	<b>Score out of 10</b>	<b>Key issues / ideas for improvements</b>
Telephone call with offer of property	I got a telephone call. I was offered one but then they offered me another room with a sea view. You really couldn't do better.	10	No ideas for improving any of it.
Viewing of the property	One or two things needed doing like the toilet needed replaced.		
Sign up (when you signed for your home and got your keys)	Everything was very well explained. I told Katrina that I have learning difficulties so she took extra time to explain. Katrina was very good and said that I could contact the office if I had any issues.		
Settling in visit	No settling in visit was had.		

Name: Mrs X

Address: Wick

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	I got a phone call offering me the property. Was quite happy	10	
Viewing of the property	There was nothing wrong with the property but after I moved in there was a problem with the lightbulb – it exploded. I reported this to Cairn and within a matter of hours someone had been to fix it. There was a problem with the electricity through the flat.		Were the electrics checked before going in?
Sign up (when you signed for your home and got your keys)	Plenty of time was taken to explain everything at the sign up by Katrina.		
Settling in visit	No – but I know that i can contact Donna or Katrina if I need to. The whole process was very, very good.		

Name: Mr X

Address: Hawick

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	Can't remember how I was offered the property but it was wonderful being offered the property.	10	No ideas for improving any of it.
Viewing of the property	It was lovely compared to the old council flat I was in. Everything seemed ok when I went to view it and everything seems ok now.		
Sign up (when you signed for your home and got your keys)	The sign up lasted about 10/15 minutes but I found out everything that i needed to know.		
Settling in visit	No settling in visit but I see Mary most days around the court. Quite happy with everything.		

Name: Mr X

Address: Inverness

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	The property became vacant because of a death. I got a letter (3 weeks before moving in). The family had a couple of weeks to clear the place. Everything went pretty smoothly. Was absolutely delighted to be offered the property as I moved from a horrible house in a horrible area.	10	No ideas for improving any of it.
Viewing of the property	Went brilliantly! Was really delighted to find out it had gas central heating as I had storage heaters at my old flat and it was always so cold. No repairs were needed but the bedroom, kitchen and hall needed painting as there were nicotine stains on the walls and ceiling. No decoration vouchers were offered. My friend is a painter though so he helped me out.		
Sign up (when you signed for your home and got your keys)	Sign up went fine. She rang and asked me to meet her at the flat. The locks were changed at the time and I got the new set of keys. Everything was explained to me and it was pretty straightforward.		
Settling in visit	Only visits were from the Maintenance Officers and I've had contact with the office about general things. Not had a visit from a Housing Officer.		

**Name:** Ms X

**Address:** Glasgow

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	I haven't moved in yet – the flat needed a shower so had to pay an extra week's rent in my current place. Absolutely over the moon to be offered this flat! Wanted to put a shower in before moving in and I wasn't aware that I needed permission.	8	No ideas for improving any of it.
Viewing of the property	Initially I wasn't going to take it as it was too small but had a second viewing and I accepted it.		
Sign up (when you signed for your home and got your keys)	The sign up took about half an hour. She didn't know how to work the boiler. The Housing Officer couldn't tell me how to turn the water off for the plumbers so a bit disappointed with that.		
Settling in visit	N/A as not moved in yet.		

**Name:** Mr X

**Address:** Inverness

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	I got a letter.		
Viewing of the property	Yes, i thought it was ok.		
Sign up (when you signed for your home and got your keys)	Tenant didn't understand question about sign up (wasn't fluent in English)		
Settling in visit			

Name: Mr X

Address: High Blantyre

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	I got a telephone call. Was absolutely ecstatic.	10	
Viewing of the property	<p>I went to view the top floor flat but it was very small so I got to see the ground floor, which was much better and that's what I accepted.</p> <p>Felt very happy to get somewhere to live. The front door, security door and bedroom floor only half painted though. I only got given £50 decoration vouchers when I started to complain. It was nowhere near enough and I had to spend a lot of my own money bringing it up to standard, but I don't want to moan as I'm happy I've got somewhere to live.</p> <p>When the contractors came they were given a list of repairs to do but they didn't complete it, so my sister pointed it out and they finished it.</p>	7	
Sign up (when you signed for your home and got your keys)	Was very happy with the sign up		
Settling in visit	Only been here 3 or 4 weeks but not had a sign up visit yet.		

Name: Ms X

Address: North Kessock

Journey step	Experience at each step (action, thoughts, feelings, reaction)	Score out of 10	Key issues / ideas for improvements
Telephone call with offer of property	I got a letter. We were both very happy as we were staying at my girlfriend's mums and were overcrowded there.	10	No ideas for improving any of it.
Viewing of the property	It was perfect. Everything was in good condition. No repairs were needed.		
Sign up (when you signed for your home and got your keys)	The Housing Officer spent quite a while going through everything and explained about the boiler being complicated to use.		
Settling in visit	No settling in visit was had.		

## Appendix C: Properties Visited

Address	House Type	Void Inspection	Post void inspection	Sign up	Settling in
167 Lomond Road, Coatbridge	General Needs	Yes	Yes	Yes	Yes
27 Station Drive, Ardersier	General Needs	Yes	Yes		
Flat 1 279 Portobello High Street Edinburgh	General Needs		Yes	Yes	
26 Woodlands Court, Inverness	General Needs	Yes	Yes		
87 Lomond Road, Coatbridge	General Needs	Yes	Yes		
Flat 8, 8 Lyne Street, Edinburgh	General Needs	Yes	Yes		
11 Glentinar Court, Paisley	Retirement	Yes	Yes		
32 Glentinar Court, Paisley	Retirement	Yes	Yes		
12 School Lane, Dumbarton	General Needs		Yes		
43 Falconer Court, Inverness	Retirement	Yes			
11 Station Drive, Arderseir	General Needs	Yes	Yes		
10 Clava Road, Inverness	General Needs	Yes		Yes	
27 MacEwen Court, Inverness	Retirement			Yes	
20 Woodlands Court, Inverness	General Needs	Yes	Yes		
23 Scotsburn Court, Tain	Retirement	Yes			

44 Leven Road, Coatbridge	General Needs	Yes	Yes	Yes	
264 Main Street, High Blantyre	General Needs	Yes	Yes		
7 Vryburg Close, East Kilbride	General Needs	Yes	Yes		