

# Torus Tenant Inspectors

## Tenant Inspection Programme 2021

### Aim

To aim of the inspection programme is to:

- Test the commitments made in the Torus Local Offers.
- Provide feedback on service quality and customer experience, identifying good and poor service
- Make recommendation for service improvements.

### Approach

- Each month a Local Offer commitment will be tested by Tenant Inspectors.
- All tests will be completed by individual inspectors from across the 3 heartlands.
- Findings from the inspections will be collated by the Tenant Voice team.
- Tenant Inspectors will receive a copy of the report and have the opportunity to provide feedback through a virtual meeting or by email.
- The finding of the inspection will be shared with service leads.
- A summary of inspections will be presented to Landlord Operations Committee each quarter and published on the Torus Website.

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
February	Safer Estates	We will help you and your neighbours feel safer by preventing and minimising the impact of antisocial behaviour (ASB).	<ul style="list-style-type: none"> <li>• Offer a clear simple process to report ASB online, by phone, letter, email or in person</li> </ul>	<p><b>Test 1</b>  <b>Review ASB information on the website</b>  Does the website provide information on</p> <ul style="list-style-type: none"> <li>• Torus Anti-Social Behaviour Policy</li> <li>• How to report anti-social behaviour</li> <li>• What help and support is available if you are experiencing anti-social behaviour</li> </ul> <p>Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• easy to find</li> <li>• Does the language used show customer care and respect?</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with an ASB query</b></p> <ul style="list-style-type: none"> <li>• How can I report ASB?</li> <li>• How to I find a copy of your ASB policy?</li> </ul> <p><b>Test 3</b>  <b>Review standard ASB letters</b></p> <ul style="list-style-type: none"> <li>• Are the letters easy to understand?</li> <li>• Does the tone of the letters show good customer care and respect?</li> </ul> <p><b>Test 4</b>  <b>Visit an office with an ASB query.</b>  Unable to test - Offices closed</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
<p><b>March/ April</b></p>	<p>Rents</p>	<p>Ensure that rent and service charges are collected in a timely manner and that tenants are given assistance to enable rent to be paid on time and to avoid the build-up of any debt.</p>	<p>Provides a range of rent payment methods that are convenient, cost effective and flexible to give tenants the opportunity to pay their rent in a way that suits their needs</p> <p>Provide you with timely information in relation to your rent and other accounts</p> <p>Provide advice, support and guidance to enable you to maximise your income .</p>	<p><b>Test 1</b> <b>Review Rent Payment information on the website</b> Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> <li>• Provide information on a range of rent payment methods</li> <li>• Provide information on advice and support available</li> </ul> <p><b>Test 2</b> <b>Phone the Customer Hub with a Rent query</b></p> <ul style="list-style-type: none"> <li>• How can I check my rent balance?</li> <li>• What are the different options for paying my rent?</li> <li>• What support is available if I am struggling to pay my rent?</li> </ul> <p><b>Test 3</b> <b>Review standard Rent letters</b></p> <ul style="list-style-type: none"> <li>• Are the letters easy to understand?</li> <li>• Does the tone of the letters show good customer care and respect?</li> </ul> <p><b>Test 4</b> <b>Visit an office with a Rent query.</b> Unable to test - Offices closed</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
May/June	Looking after your home	To provide a good quality home that meets your needs and your neighbourhood has a long term Sustainable future.	Provide tenants with information and guidance on health and safety in their home.	<p><b>Test 1</b>  <b>Review Home Safety information on the website</b>  Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> <li>• Provide information on how Torus keeps your home safe</li> <li>• Provide information on tenant's role in keeping their home safe</li> <li>• Provides information on how to report safety concerns</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with a home safety query</b></p> <ul style="list-style-type: none"> <li>• How do I report a safety concern about my home?</li> <li>• Where can I find information about home safety?</li> <li>• Who is responsible for building safety at Torus?</li> </ul> <p><b>Test 3</b>  <b>Review standard letters regarding safety concerns</b></p> <ul style="list-style-type: none"> <li>• Are the letters easy to understand?</li> <li>• Does the tone of the letters show good customer care and respect?</li> </ul> <p><b>Test 4</b>  <b>Visit an office with a home safety query.</b>  Unable to test - Offices closed</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
June/July	Tenancy Management	<p>Provide a high-quality service to manage tenancies within our communities.</p> <p>Ensure you are aware of your rights and responsibilities in relation to your tenancy.</p>	<p>Provide you with timely information specific to your tenancy</p> <p>Offer advice and support to help you sustain your tenancy</p> <p>We provide information to tenants who wish to move home through mutual exchange</p> <p>Where appropriate we will offer an aids and adaptations service based on an assessment of need.</p>	<p><b>Test 1</b>  <b>Review Tenancy information on the website</b>  Does the website</p> <ul style="list-style-type: none"> <li>• Provide information on the support available to help you manage your tenancy?</li> <li>• Provide information on mutual exchange</li> <li>• Provide information on adaptations</li> </ul> <p>Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• does the language used show customer care and respect?</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with a tenancy query</b></p> <ul style="list-style-type: none"> <li>• Where can I find information about my tenancy responsibilities?</li> <li>• What support is available to help with my tenancy?</li> <li>• How do I go about exchanging my property with another tenant?</li> <li>• Can Torus provide adaptations to my property</li> </ul> <p><b>Test 3</b>  <b>Visit an office with a Tenancy query.</b>  Unable to test - Offices closed</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
August/ September	Neighbourhood Management	Ensure estates and neighbourhoods are well maintained, safe and enjoyable places for tenants to live.	<p>Provide information specific to your neighbourhood</p> <p>Ensure issues affecting your neighbourhood are identified and responded to</p> <p>We will inspect communal areas on a regular basis.</p> <p>We will maintain communal grounds including regularly cutting grassed areas and keeping flower and shrub beds neat and tidy.</p>	<p><b>Test 1</b> <b>Review Neighbourhood Management information on the website</b></p> <p>Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> <li>• Provide information on how Torus looks after your neighbourhood</li> <li>• Provides information on how to report concerns about your neighbourhood</li> </ul> <p><b>Test 2</b> <b>Phone the Customer Hub with a neighbourhood query</b></p> <ul style="list-style-type: none"> <li>• How do I contact my Neighbourhood Officer?</li> </ul> <p><b>Test 3</b> <b>Review standard letters regarding neighbourhood management</b></p> <ul style="list-style-type: none"> <li>• Are the letters easy to understand?</li> <li>• Does the tone of the letters show good customer care and respect?</li> </ul> <p><b>Test 4</b> <b>Neighbourhood visit</b></p> <p>Are communal areas clean?</p> <p>Are communal grounds well maintained?</p> <p>Has the grass been cut regularly?</p> <p>Are flower beds and shrubs well maintained?</p> <p>Are there issues with fly-tipping and litter?</p> <p>Is the neighbourhood well lit?</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
October	Lettings	To enable you to find a good quality affordable home which fulfils your housing requirements based upon need.	Provide you with support, advice and guidance to help you find a new home that suits your needs via our allocations and lettings team	<p><b>Test 1</b>  <b>Review Lettings information on the website</b>  Does the website</p> <ul style="list-style-type: none"> <li>• Provide information on how to apply for a property?</li> <li>• Provide information on the support available to help you find new home?</li> </ul> <p>Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with a Lettings query</b></p> <ul style="list-style-type: none"> <li>• How do I apply for a property?</li> <li>• What support is available to help with my application?</li> <li>• How do I go about transferring to another Tours property?</li> </ul> <p><b>Test 3</b>  <b>Visit an office with a Lettings query.</b>  Unable to test - Offices closed</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
November	Complaints	To provide a personalised, accessible service to our customers	Have a clear process to report a complaint. Clear service standard for response.	<p><b>Test 1</b>  <b>Review Complaints information on the website</b>  Does the website</p> <ul style="list-style-type: none"> <li>• Provide information on how to make a complaint</li> <li>• Explain the complaints process and timescales</li> <li>• Explain how to escalate a complaint</li> </ul> <p>Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with a complaint query</b></p> <ul style="list-style-type: none"> <li>• How do I make a complaint?</li> <li>• Where can I find the complaints policy?</li> <li>• What do I do if am not happy with the complaints response I have received?</li> </ul> <p><b>Test 3</b>  <b>Visit an office with a Complaints query.</b>  Unable to test - Offices closed</p>



Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
December	Tenant Voice	To provide a diverse range of ways for you to work with us to improve neighbourhoods and Torus services.	<p>Provide a range of opportunities for involvement</p> <p>Provide information, training and support to have your voice heard</p> <p>Provide a range of ways for you to give us your feedback and to use your feedback to improve our services.</p>	<p><b>Test 1</b>  <b>Review Tenant Voice information on the website</b>  Does the website</p> <ul style="list-style-type: none"> <li>• Provide information on the different ways you can get involved and have your voice heard?</li> <li>• Provide information on the outcomes of customer involvement?</li> <li>• Explain what training and support is available to help you get involved?</li> </ul> <p>Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with a complaint query</b></p> <ul style="list-style-type: none"> <li>• How do I get involved and give feedback on Torus services?</li> <li>• Where can I find the Tenant Voice Strategy?</li> </ul> <p><b>Test 3</b>  <b>Visit an office with a Complaints query.</b>  Unable to test - Offices closed</p>

Date	Service Area	Local Offer	Local Offer commitment	Tests of Commitment
As per every inspection	Customer Service	To provide a personalised, accessible service to our customers.	<p>Customers can access our services online 24 hours a day</p> <p>Contact Torus Customer Hub by email, letter, phone.</p> <p>Phone lines are open Monday to Friday 8am until 5 pm. Out of hours emergency service 24 hours a day.</p>	<p><b>Test 1</b>  <b>Review Contact Us information on the website</b>  Is the information on the website</p> <ul style="list-style-type: none"> <li>• easy to understand</li> <li>• simple to access</li> <li>• Does the language used show customer care and respect?</li> <li>• Provide information on a range of ways to contact Torus</li> </ul> <p>Test online services</p> <ul style="list-style-type: none"> <li>• Able to log into online account</li> <li>• Easy to access account information</li> </ul> <p><b>Test 2</b>  <b>Phone the Customer Hub with a query</b></p> <ul style="list-style-type: none"> <li>• How long did you wait for call to be answered?</li> <li>• Were the call waiting messages useful?</li> <li>• Where the options to select easy to understand</li> <li>• How were you greeted?</li> <li>• Was the advisor helpful?</li> <li>• Was the advisor able to resolve your query?</li> <li>• Request a call back</li> <li>• How long did it take for the call to be returned?</li> </ul> <p><b>Test 3</b>  <b>Send an email enquiry</b></p> <ul style="list-style-type: none"> <li>• Did you receive confirmation email has been received?</li> <li>• How long did you want for a reply to your email?</li> <li>• Was your query resolved?</li> </ul> <p><b>Test 4 Visit an office with a query.</b>  Unable to test - Offices closed</p>

