



Tenant Voice

Looking After Your Home

Tenant Inspectors Report Summary June 2021



	Other	2
• Provides information on tenant's role in keeping their home safe?	Yes	13
	No	0
	Other	1
• Provides information on how to report safety concerns?	Yes	13
	No	0
	Other	1
• Is the information the same on all 3 Heartland websites?	Yes	7
	No	6
	Other	1

Test Two – Telephone the customer hub with a home safety query

The inspectors were requested to call the Customer Hub and make a note of the date and time that they called, how they were greeted, and the name of the advisor if it had not already been given, then to ask the following questions:- We had 6 responses please see findings section for comments to these questions.

- How do I report a safety concern about my home?
- Where can I find information about home safety?
- Who is responsible for building safety at Torus?

The inspectors were also requested to note the information and advice that they were given and to consider- Please see findings section for comments to these questions

- How they felt about the call?
- Was the advisor helpful?
- Were they able to answer their questions?
- Did they feel they were treated with respect and customer care?

Test Three – Review standard letters & Home safety booklet

The tenant inspectors were emailed three standard letters and the home safety booklet and asked to provide feedback on the following:

- | | | |
|---|-------|---|
| • Are the letters easy to understand? | Yes | 6 |
| | No | 0 |
| | Other | 0 |
| • Does the tone of the letters and home safety booklet show good customer care and respect? | Yes | 5 |

	No	0
	Other	1
• Did you find the home safety booklet useful?	Yes	6
	No	0
	Other	0
• Was the home safety booklet easy to understand?	Yes	5
	No	0
	Other	1
• Was the information in the home safety booklet clear and concise?	Yes	5
	No	0
	Other	1

Provide comments and suggestions for improvement on both letters and home safety booklet

Review of Findings

Test One – Review home safety information on the website

“Liverpool information was hard to find. St Helens and Warrington were very easy to locate the information. The information used clear, easy to understand language, and explained both the responsibilities of the tenant and the Landlord and covered lots of different areas of safety.”

“The information is displayed well and easy to find. The search function works for all pages of the website, however it shows no results if there is a misspelling, even if just one word out of a sentence is incorrectly spelled.”

Test Two – Telephone the customer hub with a home safety query

“Advisor was lovely and didn’t make me feel daft asking questions, she put me on hold twice to get the right answers, which I really appreciated because she wasn’t just saying any old thing to get me off the call.”

“Very helpful gave me all information I asked for nice to speak to real person.”

Test Three – Review standard letters & Home safety booklet

After reading the standard letters and home safety booklet the inspectors made the following comments.

“Very clear and useful.”

“Because I was involved with this project feel slightly biased but overall the booklet is brilliant does what it says on the tin and very professional, I have also had good feedback from my neighbours.”

Tenant Inspectors Report

“Letters might confuse tenants who aren't fluent in English or maybe struggle with reading with the passive voice.”

“I found the safety booklet very easy to read and understand, it included lots of helpful information. I found the three letters very clear and easy to understand, using a formal but friendly tone and choice of language that also identified consequences of not responding to the letter to the tenant.”

Recommendations

Website

One website for all three heartlands.

Improvements to the website to make it easier to navigate.

More links to pages on the main page instead of complete reliance on drop down pages.

Standard Letter and Booklet

To help promote the less urgent sections like the seasonal tenants' responsibilities: at the start of each season, it might be worth either featuring those sections on the welcome pages or on your social media.

Consider adding Torus's own contact details on page 4 of the booklet (not just at the very end)?

Add a reference section for the orders / bylaws.