

Appendix 2: OCC Lessons Learned

Behaviour

- Managing tenant expectations better with the length of time planned and major works take.
- Making sure that we do what we say we are going to do and ensure there are better notes uploaded into QL when in face-to-face meetings with tenants.
- Follow up communications, ensuring outcomes are delivered and recorded.
- Tenant complained numerous times about loud and anti-social behaviour, but the tenant was left feeling no action has been taken or they had not been heard. We need to demonstrate empathy and understanding at the point of contact.

Service

- Understanding vulnerability and tenants' needs is key to ensuring processes are followed and understood by the tenants.
- Ensuring that we do respond in a timely fashion to damp and mould complaints. If we have failed to provide a service, we do need to make sure that we apologise in a timely and honest way.
- Adapting our service availability times to include an understanding of individual vulnerabilities.

Quality

- Understanding the needs of the vulnerable and elderly when moving into new build properties and ensuring that the carers can reach clients easily, from car parking to signage.
- Listening and understanding the urgency of the situation the tenant is facing with repairs, so the priority is correctly recorded.
- Understanding and again prioritising the nature of the situation and considering any health and safety implications.
- Where there is likely to be a long-time lag between inspections and surveys and planned works taking place, ensuring the tenant is informed of the timescales, the reasons for any delay and that the tenant is kept updated on progress.

Communication

- Communicating programme of security and block works, planned repairs and the major works cycles to residents needs to be improved.
- Ensuring that all contact actions are recorded on QL so that outstanding actions are clear and can be picked up when staff leave.
- Tenants are not always able to get hold of their TMO as they are often with other tenants. We need to ensure that the correct way to contact the council is clear and accessible to all our customers.

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