

Resident Satisfaction Surveys and 'You said it, We did it' actions, from 2013

	Designing survey	Promoting survey	Drill-down & follow-up
June 2013	Working group for 2014 tenant & leaseholder satisfaction surveys	Housing and related staff introduced to the survey project	Tenant questionnaires at neighbourhood Community Days
August '13	Survey procurement process		
September '13		Promoting the survey project in Open Door magazine	Customer Journey Mapping through phone surveys
October '13	First drafts of surveys		
November '13	Surveys tested with residents and staff		
December '13		Promoting the survey project in Open Door magazine	
January '14	Survey questions finalised		
March '14		Promoting the survey in Open Door magazine	
May '14	Surveying company plan logistics		
June '14	Surveys goes out to tenants and leaseholders	Frontline staff remind customers to complete the survey	
July '14	Results of the surveys delivered		
August '14			Council and working group analyse results, drawing up achievable action plan to improve weaker areas
Sept '14		Survey results published in Open Door magazine	Managers commit to delivering improvements over 3 and 6 months
Dec '14		'You said it, We did it' feature in Open Door magazine, showing improvements based on residents' feedback	Working group monitor that 3 month actions have been delivered
March '15		Further 'You said it, We did it' feature in open Door magazine, showing improvements based on residents' feedback	Working group monitor that 6 month actions have been delivered