



Please return this form to:

Freepost RUBX-GKUH-XYHZ
Langstane Housing Association Ltd
680 King Street
Aberdeen AB24 1SL

or contact Support Services on
01224 423000

or email:
supportservices@langstane-ha.co.uk

Website: www.langstane-ha.co.uk



Langstane Housing Association
680 King Street, Aberdeen, AB24 1SL
01224 423000
Email: info@langstane-ha.co.uk



Langstane Housing Association
7 North Guildry Street, Elgin, IV30 1JR
01224 423000

Association's Out-of-Hours

Emergency Repair Cover:

Please contact **Orbis Protect**

0151 343 2906 (Aberdeen, Aberdeenshire
& Moray)

If you require this leaflet in an alternative format
please contact us and we will do our best to help.

The Association is committed to promoting equality and
diversity across all areas of its work and discrimination
or harassment of any kind is not tolerated.

FCA Registered Society No 1916R(S)
Registered with The Scottish Housing Regulator No. HEP 145 AL
Registered Scottish Charity SC 011754
Property Factor Registered Number: PF000666
A member of the Scottish Federation of Housing Associations



Mystery Shopping

Your home matters

Mystery Shopping

What is it and why are we doing it?

It's a method of market research that has been around since the 1940s and is now being used for tenant involvement. As a service provider we are using it to check the quality of our housing services and customer service standards. This process will allow tenants to give their point of view on the services we offer.

It is about using realistic scenarios for real customer inter-actions to see how we treat those who use our services. The feedback will be objective and based on specific tenant experiences and if carried out regularly enough can reveal trends. From your feedback we can monitor results, highlight excellence, assist staff training and recommend improvement and changes where necessary.

It differs from customers giving everyday feedback as it is more specific and robust with the individual shopper focused on noting down their observations in a rigorous manner.



What Mystery Shopping is not!

It is not an opportunity to catch staff out. But instead, it's a way to work with us to improve the services we deliver. Our staff are aware of mystery shopping but do not know exactly when it will take place.

Do I need any special skills?

You will need to be able to:

- Read through the materials
- Read and complete the questionnaire
- Make a phone call, email, use social media or visit the Association in person
- Visit the office for a meeting (when required)

How do I get involved?

Get in contact by whatever method suits you best. We get in touch and once we have met with you, discussed what is involved and provided you with all the materials you need you can get started.

How long will it take?

You will probably need about 10-15 minutes to contact the association and then the same length of time to complete the questionnaire.

What will happen with my results?

Once we receive your feedback we will analyse your findings and present a report and action plan to our senior staff and if necessary recommendations to the Board of Management. Where there is outstanding customer service this will be fed back to the staff.

Register your Interest

Complete this form and join in.

Name.....

Address.....

.....

Home phone.....

Mobile.....

Email.....

How would you like us to contact you:

- Letter
- Email
- Telephone
- Text

