

Housing Associations
Local Authorities
Arms Length Management Organisations
House Builders
Private Sector Housing
Tenants
Residents
Landlords

J|K|S

Mystery Shopping and Training Ltd

A Complete Mystery Shopping and Training Service



Thanks to our clients Keepmoat Homes
for the use of photos



for the
Housing Sector

JKS Mystery Shopping and Training Ltd

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A complete mystery shopping and training service for the housing sector

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The new Tenant Services Authority (TSA) framework involves six national standards, focusing on tenant involvement and empowerment, tenancy, home, neighbourhood and community, value for money, governance and viability. This new framework includes our approach to customer service and the relationship we have with our customers (particularly tenants).

JKS has developed a unique programme combining mystery shopping and innovative training to help social housing providers review their current working practices in respect of customer complaints and take proactive steps to meet the new standards.

Mystery Shopping

Mystery shopping is a valued and powerful technique through which you can test your service delivery performance. JKS can conduct all of your mystery shopping requirements whether it is using their experienced shoppers, or helping you to develop your own project using your tenants. Training can be provided on every aspect of your mystery shopping from initial development to analysing your results.

Mystery shopping is also provided to the private housing sector and includes the monitoring of staff in show homes. Reporting is via our state of the art 24/7 online reporting system with digital phone recordings and online web streaming of videos.



Training Services

Like most industry sectors, housing is an ever changing environment, which is why we have developed a series of housing specific workshops to enable social landlords and other housing related organisations meet their training needs. JKS has a team of innovative and enthusiastic trainers. They have a proven track record in delivering customer service solutions within the housing sector, and also undertake training on behalf of the CIH.

Tenant and Staff Mystery Shopping Training

To help you meet TSA standards JKS specialise in helping you to develop tenant led mystery shopping projects. Training courses are available to guide you through the whole process, and they also offer courses for tenants themselves enabling them to participate in your mystery shopping programmes.

Forum theatre training

JKS also specialise in forum theatre training a highly effective training tool. It is role play with a difference and provides entertaining, energising, memorable and motivational training using actors. Evidence is gathered from your mystery shopping results and allows staff to witness high impact training in a safe and non threatening environment.

In House Training Workshops

JKS offers In-house workshops which will help your staff to keep up-to-date with good practice and key housing priorities. They cover areas such as customer interaction, management development, dealing with neighbour disputes, diversity and the law, effective housing interviewing, involving tenants in strategic issues, preparing for the new TSA regulations and much more.

Question and Scenario Writing

JKS can write your questions and scenarios for you. By searching your website, publications and talking to your staff we can create a valuable resource for you to use throughout your project.

Reporting tools

For future and ongoing mystery shopping projects JKS is happy for you to use our online reporting system. This can be arranged for a small fee per entered survey and includes all summary reporting. It saves hours of analysing and is extremely cost effective. It is also an online system so is ideal for those concerned with the environmental issues of using paper based systems.

Coaching

If you want a lasting coaching tool our experienced team can create you a training DVD can coaching guide. The DVD's can be used for induction of new staff, to give information on your policies and procedures, to highlight health and safety issues, equality and diversity or best practice in customer service. Short pieces of films can also be created to send by intranet or internet to your employees, generating interest and anticipation before a training event.

