

Decorating Vouchers

Review Feedback & Outcome

Introduction

We aim to help customers create a sustainable tenancy and recognise that in exceptional circumstances, some tenants may need additional help in decorating their home. We support customers to meet their needs by offering them

£130 B&Q Vouchers.



Survey Results

Earlier in the year, we contacted customers who have previously received and benefitted from the decorating vouchers scheme to gather opinions on their personal experience and what we could do to improve the scheme. As part of this process, we also reviewed the current package we have with B&Q and asked customers for their feedback on it.

81%

of customers who responded to the survey said they had a positive experience with the current decorating voucher scheme offered by B&Q.

19%

of customers raised issues with the current package, mainly around the lack of a free delivery option and items that aren't included in the vouchers.

The majority of survey responses were positive and did not raise any complaints about the service available. The respondents that did raise issues were mainly concerned about lack of free delivery or delivery costs included within the vouchers as this is not currently available when using the vouchers.



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Given the largely positive feedback relating to B&Q plus the anecdotal feedback and positive comments received by the Property Management service from customers who have previously benefited from vouchers as part of the new tenancy process, Stockport Homes have chosen to stay with B&Q as the main supplier.

An alternative service will also be available through Johnstones (PPG) which allows Stockport Homes to better meet the needs of some of its customers as Johnstones offer a free home delivery service for all paint packs. Customer choice remains key for Stockport Homes so customers will be able to choose whether they want a paint pack or would prefer to receive B&Q vouchers.

The B&Q offer is remaining the same, so customers are able to order from the store and delivery is available from the store at a cost outside of the vouchers. Although online ordering is not currently possible with the B&Q vouchers, due to customer feedback they are working towards adding this ability. Johnstones offer decorating packs, which include everything needed to decorate the required rooms. They also offer free delivery and the ability to order from the store or by phone.



Thank you!

Thank you to the customers who participated in the review and shared their feedback on the service which informed the decision making process.

