

Customer Scrutiny Panel Report

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| **Report title:** | Letting of properties service |
| **Date** | Report presented to Housing Leadership Team  March 2020 |
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| **Summary of Key Points**  The CSP wished to assure themselves that tenancies are offered fairly and transparently to all tenures including general needs and Housing for Older People (HoP) and to assess fully the processes used by the lettings team and if they are applied equally across the regions. The panel consider the customer feedback from the telephone calls were vitally important to understand their views. |

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| **Risks to Customers and Aster**  **Customers**  Disatisfaction with property and with Aster’s allocation policy.could be reflected in the customers’ views of Aster.  **Aster**  Not meeting regulatory requirements  There is both a reputational risk and financial loss if properties not let within an accepted timescale |

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| **Recommendations:**  Several recommendations were made for service improvement including:   * The void standard should be examined and improved to meet the needs of customers and provide clarity for staff on the letting teams * All documents related to lettings should be subject to a housekeeping review to ensure that only up to date policies and procedure documents are available and used by Lettings staff   These recommendations were accepted by HLT and actions will be taken by the service areas concerned to implement these recommendations.  Follow up reports will be given by Lettings to the CSP at 6 month and 1 year interval after the reports date to ensure recommendations have been actioned. |

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| **Customer engagement**  The CSP produced a set of 5 questions for a telephone consultation of customers who had recently moved into a property, where possible these consultations were spread over the regions.  The calls were made by the customer voice team at the request of the CSP and the responses sent to the CSP for collation and analysis. |

**Conclusion**

The CSP have found that overall the Lettings service is run well and is of benefit to all customers applying for housing.

There have been areas identified that need to be examined and these are listed either as recommendations or in the comments sections of the report.