**Customer Scrutiny Panel Report (CSP)**

|  |  |
| --- | --- |
| Scrutiny Area: | Planned maintenance |
| Date: | June 2021 |
|  |  |
| **Purpose of the report:** To inform the Customer Service Leadership Team (CSLT) of the conclusions of the Customer Scrutiny Panel into the planned maintenance service and to request agreement to the recommendations made. | |
| **Summary:** The CSP wished to examine the planned maintenance service including procurement of those services to ensure customers are receiving a good standard of service that gives value for money for both customers and Aster. The VFM aspect of the service is likely to be one of the significant areas of Aster’s revenue spend.  Planned maintenance is likely to be one of the most important services customers receive as it improves their lives and the properties they live in. It also brings customers into direct contact with Aster staff and contractors and by which they may judge Aster’s service to them.  This scrutiny was undertaken in the knowledge that the COVID 19 restrictions were still in place and that services were reduced or not delivered because of these. | |

|  |
| --- |
| **Risks to Customers and Aster**  **Customers** Customers may be dissatisfied with the works undertaken, the quality of goods when upgrades are completed and the staff who undertake the works; both external companies and Aster.  Their opinions may be transmitted to both internal and external agencies including other customers and through social media.  **Aster** Maintenance expenditure (including planned) is one of the Group’s most significant costs. Any overspend in this area can have a significant financial impact. |

|  |
| --- |
| **Recommendations:**   1. The ORS survey should be completed on a quarterly basis, this would give the planned team up to date information on customer satisfaction and would enable them to highlight areas of concern faster and act on this information. After 6 months the information is likely to be out of date and any response is therefore delayed.   The possibility of a quick paper-based survey of around 20% of customers to be done within 4 weeks of the works having been completed should be considered. This would give a very fast indication of customer satisfaction and rapidly highlight any problems.   1. Ensure that communication with customers is improved especially when work has to be suspended or delayed for whatever reason. Customers expect to be kept up to date about the works on their homes. 2. Reintroduce quarterly planned maintenance meetings including staff and customers along the lines of the defunct planned maintenance core group. This will ensure that customers are fully involved in the process and can ensure their views are heard 3. The CSP consider the Repairs and Planned Policy document lacks clarity on where to seek supporting documents and this should be addressed. |
| **Customer involvement**  The Aster Customer Scrutiny Panel (CSP) meets the co-regulation requirement for landlords to support effective independent scrutiny by tenants of its landlord’s performance,  The Customer Voice team undertook a survey of customers on behalf of the CSP. The CSP produced questions and a form to be completed by the CV team to note the responses. 155 survey reports were completed and returned to the CSP for the panel to analyse. |

|  |
| --- |
| **Conclusion**  The CSP acknowledge the work and commitment by the planned maintenance team in providing the copious amount of information requested by the panel. We also commend their hard work in bringing these works to improve customers’ homes and lives as and when they were able to bring on stream the various sections of the planned works processes.  The panel believe the work provided gives VFM for both Aster and its customers. |