



Scrutiny Team review of Asset Management (Planned Programmes)

Management Action Plan

February 2025

Recommendation	Management response	Expected completion date	RAG rating
The wording of many documents needs to be simplified and made into plain English – in line with the plain English standard.	The internal letters that scrutiny reviewed will be altered to consider their recommendations listed here, and the additional detail provided recently.	Completed	
Ensure that all documents relate time in the same manner, i.e. if using financial year, specify when it runs to.	Approach contractors at contractor meetings and see what changes are possible. This discussion needs to include everything under recommendations 2 & 3.	Completed	
It is essential that ALL contractors are aware of time in the same way (following on from 2 above), so all parties should use a standard time period, rather than one operating April-March and another January-December	As above	Completed	

When communicating with customers we felt that they should receive a fair warning letter of intention to do the works on a given date. This letter would follow the initial pack sent to customers advising them of any planned works.	Head of programme delivery to discuss with head of compliance and with contractors about timings.	Completed - Asbestos contractors wanted more flexibility but once contracts are renewed, we will make given dates a requirement.	
Ideally a timescale should be provided to customers so that they can plan for any works.	As above	Completed – linked to recommendation above.	
A review of all media used in documentation should be undertaken to ensure customers know what they can expect, as an example, in the kitchen leaflet it shows a mixer tap, but Selwood's guidelines state like for like and mixer taps are not routinely installed.	Images changed to better reflect the kitchens that will be installed.	Within next 12 months – We are working with communications team to take photos in our properties rather than use stock images and once new printed materials printed, they will follow the recommendation.	
We also felt that there should be bullet points outlining any key information or key dates, so that customers attention is drawn to them.	As per recommendation 1	Completed	