

Customer Scrutiny Team

Summary report 2024



This report was created by the customer scrutiny team and summarises their review into the prioritisation of our planned programmes service.



Why did we choose this service?

Selwood Housing's asset management strategy was under review and we were approached by the property team to look at how they prioritise their planned works. We also wanted to look at how this service met customers' needs and expectations.

How did we carry out this review?

Document
reviews



Staff
interviews



Customer
workshops



15 customers attended our workshops!

Our key findings:

- The processes for prioritising major planned works were sound and no change was needed.
- There were shortcomings in their communications with customers, which may lead to customers' requirements and expectations not being met.



Our recommendations:

- Use Plain English in all letters to customers
- Ensure all documents relate time in the same manner i.e. financial year including documents from contractors
- Customers to receive a fair warning letter of when they intend to do the works.
- Provide customers with a timescale so they can plan in advance for any works.
- Review all media (i.e. leaflets) to manage customer expectations
- Use bullet points in customer letters to outline key information and dates, so customers' attention is drawn to them.

Our recommendations were approved by the board of directors in March 2025 and shortly after changes were being implemented. Over the next 12 months, we will closely monitor the progress of these changes and how they have positively impacted the service.

We would like to thank the customers and staff of Selwood Housing for their contribution and cooperation during our review.