

Customer Scrutiny Team Empty Homes service review

October 2025 - March 2026



Why did we choose this service?

This service hadn't been reviewed in some time, so we wanted to understand what is and isn't working and if customers' experience can be improved.

How did we carry out this review?

Document
reviews



Performance
analysis

Staff
interviews



Site visits with
supervisor

Customer
survey



Customer
phone calls





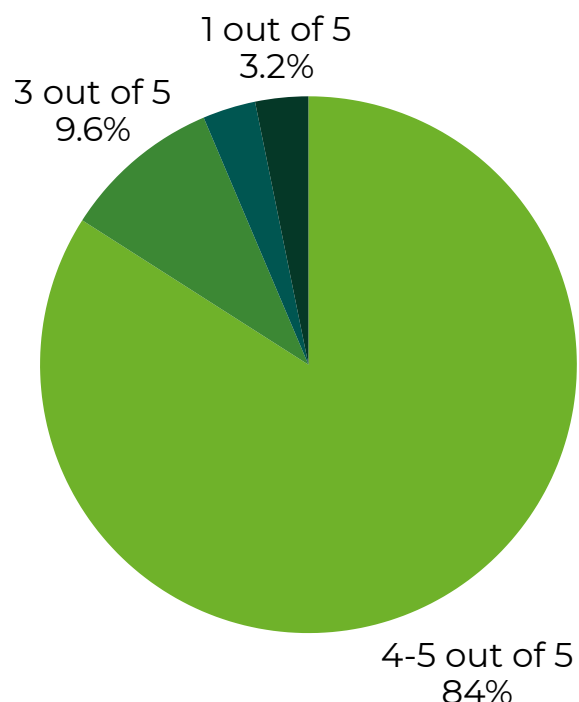
Our key findings

- Clear, easy-to-read policies and standards
- Selwood Housing's turnaround days are better than the national averages
- Customers praised staff for consistently being friendly and supportive
- The survey responses showed half of customers being unaware of what condition to expect when moving in
- Final inspection checks can be too close to move-in dates, leaving little time to resolve any issues
- Contractor quality checks (i.e. cleaning) could be more consistent

Customer satisfaction figures

Jan 2025 - Oct 2025

94 customer responses





Our recommendations:

- Improve customer-facing communication by providing clearer information about the condition of customers' new homes.
- Improve the inspection process with clearer timelines and checklists that can be shared with customers.
- Be more transparent about inspection records and any outstanding works in customers' homes.
- Ensure works contractors are regularly monitored against the standards.
- Set clear service expectations with defined responsibilities and timescales.

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I can see that your company really cares about the building and their customers

Customer response to survey

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