



## Scrutiny Team review of Asset Management (Planned Programmes)

### Management Action Plan February 2025

The board of directors approved all recommendations, and an action plan was created by the management team. The customer scrutiny team oversaw the implementation of their recommendations.

Recommendation	Management response	March 2026 update:
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 period of time.	As above	Completed
Customers receive a fair warning letter of intention to do the planned works on a given	Head of programme delivery to discuss with head of compliance and with contractors about timings.	Completed - Asbestos contractors wanted more flexibility but once

<p>date. This letter would follow the initial pack sent to customers advising them of any planned works.</p>		<p>contracts are renewed, we will make given dates a requirement.</p>
<p>Customers receive a timescale of the planned works.</p>	<p>As above</p>	<p>Completed – linked to recommendation above.</p>
<p>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.</p>	<p>Images changed to better reflect the kitchens that will be installed.</p>	<p>All brochures have been reviewed and are up to date. The kitchen brochure does not need updating with new imagery as we are piloting tap options for our customers including the option of mixer taps.</p>
<p>Include bullet points in letters to customers, outlining any key information and dates.</p>	<p>As per recommendation 1</p>	<p>Completed</p>