



Customer scrutiny Team review on caretaking service for general needs homes

Management Action Plan September 2025

The board of directors approved all recommendations, and an action plan was created by the management team. The customer scrutiny team will monitor the implementation of the recommendations of the next 12 months.

| Recommendation | Management response | Expected completion date | 6-month progress (March 2026) |
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| Clear standard of services for general needs and sheltered homes | A unified set of service standards will be established once the joining of general needs and sheltered housing caretakers takes place in October 2025. | June 2026 | The customer journey survey is being embedded across general needs and sheltered housing services. |
| Update cleaning plans so all tasks can be completed on time | Cleaning plans will be reviewed and revised. We will work with the care (updated taking teams to identify where adjustments are needed. | March 2026 | Cleaning schedules have been reviewed, and tumble dryer maintenance was added. |
| Upgrade cleaning equipment | An audit on all cleaning equipment to be carried out, including identifying any additional tools needed. | February 2026 | Equipment needs have been identified, with funding allocated across 2025–27. Alternative procurement routes are also being explored to enable orders to progress. |
| Ensure caretakers receive training on | We will review training records to ensure all caretakers have completed this training | July 2026 | Annual refresher training is now mandatory |

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| how to handle difficult situations on a regular basis | within the last 12 months. This will become an annual training requirement. | | |
| Improve the process for caretakers to report repairs | We will review this process and identify any barriers and provide any guidance or training if necessary. | Ongoing | Repair reporting processes have been clarified, with further guidance and training delivered in February. A new system for tracking communal repair requests is currently being agreed, with a monitoring spreadsheet created and ready for implementation. |
| Introduce more approaches for customer involvement | We will explore customer feedback opportunities such as surveys. Look into team email address for customer feedback and displayed in communal areas. | Ongoing | Customer feedback continues to be a strong focus, with all feedback reviewed through the Rant and Rave platform. Tenant Satisfaction Measures (TSM) survey results for communal areas show satisfaction increasing from 83% in Q2 to 94% in Q4. |
| Use noticeboards in communal areas to promote cleaning schedules, updates and checklists | We will consider using noticeboards, while also addressing fire safety compliance and the costs of safe installation. | April 2026 | In progress |