



Customer scrutiny team review on empty homes (voids) service

Management Action Plan February 2026

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 these recommendations over the next 12 months.

Recommendation	Management response	Expected completion date
Improve customer-facing communication by providing clearer information about the condition of customers' new homes.	We will strengthen and standardise the information provided so all customers understand the condition of their home and any planned or outstanding works.	March 2026
Improve the inspection process with clearer timelines and checklists that can be shared with new customers.	We will improve inspection processes and monitoring to ensure quality, cleanliness and standards are consistently met.	June 2026
Be more transparent about inspection records and outstanding work in customers' homes.	We will update and simplify the standard and involve tenants to ensure it is clear and easy to understand.	September 2026
Ensure external contractors are regularly monitored against the standards.	We will review contract arrangements to ensure quality standards are prioritised and incentivised appropriately.	July 2026
Set clear service expectations with defined responsibilities and timescales.	We will define roles, ownership and performance standards to support consistent delivery.	June 2026