Customer Scrutiny Team

Summary report 2026



This report summarises our review into how Selwood Housing manage contractors and subcontractors delivering repairs, maintenance and improvement works.

Selwood Housing

What was the objective for this review?

We assessed how Selwood Housing manages contractors and subcontractors delivering repairs, maintenance and improvement works, with a focus on safety, consistency, communication, complaints and tenant feedback.

How did we carry out this review?

Document reviews



Staff interviews



Customer focus group



Attended contractor meetings



Customer telephone interviews



> **I witnessed a strong partnership between Selwood Housing and the contractor**



Our key findings:

- Contractors are generally well-managed, but customer experience varies
- Communication is the most significant issue affecting customer confidence
- Contractor identification and conduct are important to tenant safety and reassurance
- Most customer feedback on workmanship was positive, but some concerns remain linked to inconsistency on contractor standards
- Customers want feedback routes to be clearer and more directly linked to Selwood Housing
- Complaint handling and appointment tracking need to be clearer
- Customer preference and chaperone options need to be made clearer
- Data privacy and unfamiliar contact numbers may cause concern for customers

Our recommendations:

- Improve advance contractor communication before contractor visits
- Include Selwood Housing contact details on contractor communications

Our recommendations continued:

- Make chaperone and customer preference options clearer
- Maintain contractor identification standards
- Improve appointment change and missed appointment processes
- Improve the feedback loop between customers, complaints and contractor managers
- Make complaint routes clearer for customers
- Use positive contractor practice as a model for wider improvement
- Continue to monitor customer experience, not just contract compliance

We presented our report to the Board of directors in October 2026 and all recommendations were approved. Over the next 12 months, we will closely monitor the progress of these recommendations 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.