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	6-month update
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.	September 2026	**Completed** A new post-inspection document has been created and is being used for void post-inspections.
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.	September 2026	**Completed** • Additional post-inspections are being undertaken, with surveyors involved to reduce reliance on a single person and provide additional assurance. • A customer satisfaction question

			has been added to completion text messages for cleaning-related work. • The scrutiny team are carrying out void post-inspections to give their feedback on the process.
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	**On track** The draft documents have been circulated for comment. The final version will be shared at a customer involvement focus group in December 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	**Completed** The cleaning contractor provided prices by property type. These prices have been incorporated into the contract so that larger properties can be cleaned to the required

			standard without creating an unfunded workload; performance will continue to be monitored during post inspections.
Set clear service expectations with defined responsibilities and timescales.	We will define roles, ownership and performance standards to support consistent delivery.	June 2026	**On track** The voids process document has been updated to identify responsibility at each stage, and a service-level agreement has been drafted.