

Customer Panel scrutiny report on Outcome 5 – Repairs and Maintenance

1 Purpose of report

- 1.1 Board Members are asked to consider the Customer Panel's report on Scottish Social Housing Charter Outcome 5 (attached at **Appendix 1**).

2 Background

- 2.1 The Trust Customer Panel agreed in June 2018, following their involvement in a Review of Trust Services (self-assessment), that they should focus on Repairs and Maintenance for their next scrutiny topic. This covered the key areas of:

- Ease of reporting and tracking repairs
- Satisfaction with repairs.

- 2.2 The Panel members undertook a significant amount of work including:

- Speaking with, and visiting, other tenants
- Visiting other RSLs
- Visiting a repairs contractor
- Studying documents, policies and procedures
- Meeting with senior staff

3 Findings

- 3.1 The Panel's detailed findings, with staff response, are detailed in **Appendix 1**.

4 The Way Forward

- 4.1 Following consideration by Board, an Action Plan (based on the Panel's recommendations) will be created and implemented over the course of 2019.
- 4.2 Progress against the Action Plan will be tracked through ongoing staff engagement with Customer Panel members.

5 Recommendation

The Board is asked to:

- 5.1 **Note** the recommendations of the Trust Customer Panel.
- 5.2 **Approve** the staff response and proposed way forward.

Regulatory Compliance: Scottish Social Housing Charter
Risk Level: Low
Financial Implications: Contained within budgets