



Customer Scrutiny Panel Report

Report title:	Service charges
Date	July 2018
CSP Grade	X This service must improve for customers. An extensive number of recommendations have been made to improve customer service and satisfaction.

Summary of Key Points

The CSP have consistently received information from other customers and groups stating they are dissatisfied with the actual service charges, how enquiries are dealt with, difficulties experienced in gaining any information on the charges and the lack of communication between the company and its customers.

Any recommendations made by the CSP aim to improve communication between the company and its customers and provide those customers with a better understanding of how service charges are calculated, the types of services that they may be paying for and the level of service that they can expect to receive especially if they have a query.

Risks to Customers and Aster

Customers

Loss of confidence in Aster if charges aren't clear and if incorrectly applied. If any contact with Aster to query service charges is not dealt with efficiently and accurately customers will feel let down by Aster and could be affected financially.

Aster

Inability to recover service charges due to inaccurate or incomplete data

Recommendations

A number of recommendations were made for service improvement. The majority of these recommendations were accepted by HLT and actions have been taken by the Service charge manager to implement these recommendations where possible.

Customer Engagement

The Aster Customer Scrutiny Panel (CSP) meets the co-regulation requirement for landlords to support effective independent scrutiny by tenants of its landlord's performance, and the company provides the administration support for the panel to be effective.

Conclusion

The CSP met with service charge staff and reviewed customer comments on the service they received in order to gain a full overview.

Additionally Performance indicators including complaints were reviewed by the panel.

A 6 month feedback has been received by the CSP by the service charge manager updating the panel on these actions and we are satisfied that Aster are endeavouring to improve the service for its customers. We will however be receiving a final feedback report at 12 months.