



## Customer Scrutiny Panel Report

<b>Report title</b>	Aster homes New build properties
<b>Date Report presented to Housing Leadership Team</b>	21 <sup>st</sup> March 2019
<b>CSP Grade</b>	<b>XX</b> This service must improve across all tenure of customers whether outright sale, shared ownership or tenants.

### Summary of Key Points

The CSP scrutinised Aster Homes New build programme this included defects, handover process, complaints and marketing also the lettings of new build properties.

Aster homes covers a wide area of construction and building and not only includes the construction of properties but also covers the marketing and handover of completed homes, this includes outright sales, shared ownership and release to Asters neighbourhood lettings team. There are separate teams who deal with these business areas and are included in the scrutiny.

### Risks to Customers and Aster

#### Customers

Both outright sales and shared ownership customers are trusting that Aster will sell them a home which they are proud to live in and which in the majority of cases they have invested their own monies in the form of a mortgage and deposit. If difficulties are experienced and Aster do not deal with these in an efficient and time sensitive manner confidence in Aster will drop and reflect on the customer comments relating to services received from the company and the quality of their homes.

Those customers that rent a new build again will expect a new home to be well built and have few problems, again this will reflect on Aster if any problems are not dealt with effectively.

#### Aster

Failure to achieve agreed quality on development schemes which could lead to a reputational risk to Aster.

There are several regulatory compliance obligations mainly around planning and building.

## **Recommendations:**

Several recommendations were made for service improvement. The majority of these recommendations were accepted by the Housing Leadership Team and actions will be taken by the service areas concerned to implement these recommendations.

## **Customer Engagement**

- The CSP approached shared ownership customers via their Aster on-line forum and requested feedback on the service received from Aster homes.
- 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 staff from several service areas that deal with new build properties, these areas include but were not exclusive to the development team including property defects, call centre and the shared ownership team. The CSP also reviewed customer comments on the service they received in order to gain a full overview.

the CSP have requested feedback in 6 months to update them on the actions being taken to implement the approved recommendations

A final feedback report on recommendations is requested in 12 months.

These feedback reports give assurance to the CSP that their recommendations agreed by Housing Leadership Team have been implemented.