



Customer Scrutiny Panel (CSP) Meeting Summary

Date: 5 August 2026

Location: Broadacres House & Microsoft Teams

Overview

During the meeting the Panel reviewed customer feedback, complaints performance, housing services consultation results, defects management in new-build homes, and preparations for the new Social Tenant Access to Information Requirements (STAIRs). The meeting focused heavily on improving transparency, customer communication and engagement, while also exploring how the Panel can become more involved in influencing service improvements at an earlier stage. Several future presentations and workshops were agreed to support the Panel's scrutiny role.

Key Discussions

1. Customer Voice Report

- Complaints relating to contractors remain high, particularly regarding grounds maintenance contractor Glendale.
- Broadacres is considering improvements to transparency around grass cutting and grounds maintenance schedules.
- Stage 2 complaints continue to be a concern, with 10 escalated in July 2026.
- Housing Ombudsman maladministration findings were discussed, with assurance that process improvements have since been implemented.
- Customer satisfaction scores have been affected by the transition from Rant & Rave to CX-Feedback due to different scoring methodologies.
- Significant discussion took place around the growing use of AI-generated complaints and the impact on resources and complaint response times.
- Damp and mould cases increased significantly during Quarter 1, prompting the Panel to request additional information and updates concerning Awaab's Law.

2. Customer Consultation on Housing Services

- Feedback was received from 1,070 customers and 25 colleagues.
- Customers generally described staff as approachable, responsive and supportive.
- Key improvement areas identified included:
 - Better communication about available services.
 - Greater visibility of action taken to address anti-social behaviour.
 - Improved awareness of direct debit options and flexible service delivery arrangements.
 - Earlier notification when customers fall into rent arrears.

- Grounds maintenance and support with gardening were recurring themes within customer feedback.
- Panel members requested more proactive involvement in shaping future service improvements and solutions.

3. Defects and Associated Complaints

- The Panel received a detailed overview of how defects in new-build properties are prevented, monitored and addressed.
- Common defects include workmanship issues, leaks, electrical faults, finishing defects, external works and incomplete jobs.
- Current performance remains strong, with 0.78 defects per property against a concern threshold of 3 defects per property.
- Between 1 April 2024 and 15 July 2026:
 - 2,510 defects were recorded.
 - 409 properties experienced defects.
 - 36 complaints were received.
- Power BI reporting and contractor review meetings are being used effectively to monitor trends and improve accountability.
- Discussion took place around the shared ownership repairs allowance available under newer leases and the perception of fairness for customers on older lease arrangements.

4. Social Tenant Access to Information Requirements (STAIRs)

- The Panel received an introduction to the new STAIRs regulations.
- Key implementation dates:
 - 1 October 2026: Publication scheme goes live.
 - 1 April 2027: Customers gain the right to submit written information requests.
- Broadacres must make information easier to access and provide clear justification when information cannot be shared.
- The Panel was asked to review the accessibility, clarity and usefulness of proposed STAIRs website content and documentation.

5. Any Other Business

The Panel requested:

- Quarterly financial summary updates to provide greater understanding of Broadacres' financial position.
- More information on planned investment programmes and how investment priorities are determined.
- Earlier involvement when service priorities or plans change.
- A greater focus on shorter, targeted scrutiny activities rather than lengthy formal reviews.
- Trial recording of CSP meetings to improve accessibility and allow members to revisit discussions.
- Consideration of issues around the limited availability of one-bedroom properties, particularly for customers at The Crossing.

Key Decisions

- Property Services Operations Manager to attend the October CSP meeting to provide an update on Awaab's Law, damp and mould figures, and related service performance.
 - Organise a half-day workshop to allow the Panel to review consultation findings and service improvement plans in further detail.
 - Panel members to review STAIRs materials and provide feedback.
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