

# thirteen

## Managing and building homes

### Customer Engagement Policy Consultation Report

#### Introduction

#### **Policy Review – Property Compliance Policy**

The current Property Compliance Policy was due for renewal. In line with the Customer Involvement Framework involved customers who had expressed an interest in reviewing policies were provided with a copy of the policy and asked to read it prior to answering a series of questions. Involved customers were given the policy and questions on 10th October 2019 with a deadline for responses to be received by 17th October 2019.

The majority of the questions were closed questions with the involved customers being given the opportunity to make comments on three occasions.

#### Findings

The policy was sent out to 36 involved customers (28 by email and 8 by letter) and 14 responses were received.

The responses received are as follows:

	Yes	No
1. Do you think the Property Compliance Policy is clear and easy to follow?	14	0
2. Do you think the wording in the Property Compliance Policy is easy to understand?	13	1
3. If you have answered NO to either of the above questions, please give details to explain why.		

No details given

4. Are there any changes you think should be made to the policy?	1	13
5. If you have answered yes to question 4 please give details below to explain the reasons for this answer:		

Comment: Thirteen have covered everything

Response: No response required

## 6. Do you have any other comments regarding the policy?

**Comment:** I think the policy is clear and precise to read and I found it easy to understand.

**Response:** Our aim was to reduce and simplify the policy documents.

**Comment:** I understood the wording but as you know I am used to reading policies none the less I found it straight forward and easy to understand.

**Response:** If there is anyone who struggles to read and understand the policy the documentation can be explained by a member of the building compliance team.

**Comment:** Thirteen has not missed anything out in the policy as far as I can see.

**Response:** No response required

**Comment:** No. Very happy for this policy to go to board

**Response:** No response required

## **Conclusion**

Consultation feedback was very positive in relation to the Property Compliance Policy. The customers found the policy clear and easy to read.

## **Action**

Feedback to all the comments has been provided by Thirteens Asset Service Standards Manager.

Based on the feedback no amendments were needed to be made to the policy.

This policy has now been approved and is available to view on the Thirteen website.

I agree that the Customer Consultation was carried out, the results agreed as above and the Property Compliance Policy has now been shared with the customers involved.

Name ..... JAL SCOLLEN .....

Signature ..... V Scollen .....

Date ..... 11.3.2020 .....