

## **1. BACKGROUND AND SCOPE OF THE REVIEW**

- 1.1 As detailed within the Transparency, Influence and Accountability standard, it is integral that the tenant voice is heard throughout service delivery. A review took place into the void and allocation process to see if tenants and prospective tenants had informed services and that changes had been implemented as a result of feedback.
- 1.2 The review took place between January-February 2025 and focussed on:
  - 1) Has the tenant voice been heard in the Voids service?
  - 2) Has the tenant voice been heard in the Allocations service?
- 1.3 The Tenant Scrutiny Group (TSG) consisted of tenants living in a range of properties, (houses and flats), and across different tenancy types including general needs, sheltered and supported housing. The TSG reviewed feedback provided by tenants in relation to the void and allocation service and considered whether this insight had shaped CGA services.

## **2. HAS THE TENANT VOICE BEEN HEARD IN THE VOIDS SERVICE?**

- 2.1 The Tenant Scrutiny Group reviewed the 'Void Standard' (Appendix A) and complaints performance data, alongside changes made as a result of the complaints (Appendix B).
- 2.2 The group found that CGA had not consulted with tenants or prospective tenants regarding the void standard and proposed property condition at sign up.
- 2.3 The group noted that the standard being offered was very good and had evolved over the years and that requesting feedback on this area could lead

to requests based on customer expectations. Due to the high level of the current standard, and the low levels of dissatisfaction, the group did not make any recommendations in relation to consultation on the standard.

- 2.4 Complaints information did not highlight cause for concern with the standard being offered, however feedback from tenants who had recently signed up for a new property highlighted that the standard was not always consistent.
- 2.5 The group recommended that the standard was publicised so that prospective tenants were aware of the expected property condition so that they could plan accordingly and were able to hold the service accountable if the property fell below this.

### **3. HAS THE TENANT VOICE BEEN HEARD IN THE ALLOCATIONS SERVICE?**

- 3.1 The TSG reviewed a range of information, including, details of the recent Select Move consultation, property advert information on Select Move (the website prospective tenants use to apply for properties), changes made following feedback from tenants, changes due to be implemented in the upcoming months, complaints and satisfaction performance data (Appendix B).
- 3.2 The group were pleased to see that there had been clear communication of the Select Move policy changes, the property adverts had been updated in line with feedback and an updated tenant information pack was due to be released which would be available online, demonstrating that the service could be tailored to tenant's preferences.
- 3.3 Overall, the group felt that the tenant voice had been clearly heard in each area of the service, changes were clearly demonstrated, and tenants were

informing service delivery.

3.4 The group were pleased with their findings and made no recommendations in this area.

#### **4. RECOMMENDATIONS**

- Review ways of working so property standard is consistent at handover for all tenants.
- Publicise the 'Void Standard' to prospective tenants and new tenants.
- Provide a copy of the standard to tenants at sign up.