

APPENDIX ONE

BRENTWOOD BOROUGH COUNCIL

STAR SURVEY ACTION PLAN – YEAR ONE 2022/23

Area of Feedback	Proposed new actions	Lead	Implementation Date
Maintenance of properties	<ul style="list-style-type: none">Introduce a published five year maintenance plan on the Council's website.	Contracts Manager	March 2023
	<ul style="list-style-type: none">Consider introducing a decorating programme for tenants who are vulnerable.	Contracts Manager	September 2022
Repairs	<ul style="list-style-type: none">Review how residents are kept updated regarding their repairs, including those repairs that more complicated or involved repairs.	Contracts Manager/Axis	March 2023
	<ul style="list-style-type: none">Consider introduce a direct contact for emergency repairs by Axis.	Contracts Manager/Axis	March 2023
	<ul style="list-style-type: none">Investigate introducing an MOT approach to property surveys following the update of stock condition surveys.	Contracts Manager/Axis	March 2023
Front-line housing team	<ul style="list-style-type: none">Introduce service standards for calls and emails and staff training to support this.	Housing Manager	May 2022
Maintenance of Estates	<ul style="list-style-type: none">Introduce a programme of estate inspections that residents can access through "Photobook".	Housing Manager	March 2023
Customers being kept informed	<ul style="list-style-type: none">Introduce a resident engagement strategy giving opportunities for residents to be involved.	Nicola Marsh	April 2022

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	<ul style="list-style-type: none"> • Within the Annual Report to tenants and leaseholders use a “you said, we did” approach and report on the services changed as a result of complaints. 	Nicola Marsh	May 2022
	<ul style="list-style-type: none"> • Develop bespoke focus groups for repairs, planned maintenance and leasehold. 	Nicola Marsh	September 2022