

ASTER GROUP

Customer Scrutiny Panel Report

Report title:	Review of Aster Hoarding policy and procedures
Date:	October 2016
CSP Grading:	XXX Customers can have high confidence in this service. A few minor recommendations have been made.

Summary of Key Points

The CSP wish to understand how Aster deals with customers who are identified as being “hoarders”.

- What is the definition of a “hoarder”?
- Understand any legislation that may be used when dealing with a customer who falls within this category.
- Associated costs of dealing with a hoarder.

Risks to Customers and Aster

Customers:

- A potentially vulnerable customer may not be identified.
- Whilst the actual “hoarder” may not consider themselves at risk, the wider community could be affected by a customer who is a “hoarder”
- Potential health and safety risks to customers, e.g. fire and vermin infestation.

Company:

- There is a reputational risk to the company if a hoarding case escalates and is reported in the media.
- A potentially vulnerable customer could be ignored.
- Other customers could be disadvantaged if these problems are left by the company.
- There are financial losses to consider if a hoarding problem is left unchecked as the property could be in need of repair with those inherent costs.
- Dealing with a “hoarder” can have high costs especially if calculating the number of staff hours spent on these cases.
- The CSP have been advised that hoarding is not identified on the risk register.
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Recommendations

- Aster Property staff are given a “toolbox” talk by Neighbourhood Officers on hoarding, which may encourage them to report any incidents of potential hoarding.
- Aster should consider producing a flow chart of actions in hoarding cases. It would be a clear and easy process to follow and may prove useful for all staff and training purposes.
- Aster should consider having “Hoarding Awareness” events that include the

Fire Service. This would bring hoarding to the attention of all customers and would provide staff contact details as well as information on what hoarding actually is. It may be possible to co-fund this with companies who may have an interest in the subject and who are located in the geographic areas covered by the business. It may be possible to use the mobile office to publicise these events.

- The subject of hoarding could be included in customer e-shots and potentially on the web-site.

Customer Engagement:

The 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.