

Customer Scrutiny Panel Report

Report title:	Former tenant arrears
Date	March 2017
CSP Grade	Customers can have high confidence in this service. No recommendations for improvement made.

Report Summary of Key Points

Aster's vision that 'everyone should have a home' is directly linked to maximizing income. The collection of former tenant debts plays an important part in this.

A balance is needed however in terms of what are a collectable debts and debts that are uneconomical to collect which need to be written off.

Risks to Customers and Aster

Risks to customers

- Unrecoverable debt means less money available for services to existing customers.

Risks to the company

- Loss of income
- Reputational risk if Aster is not seen to pro-actively recover former tenant debt.

Customer engagement

- The Aster 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.

Conclusion

There are no recommendations to make on this service area

Overall, staff appear committed to their role within the company and should be commended for their persistence when endeavouring to recover these debts.

The CSP wish to thank all the staff we met during this scrutiny and for all the information they produced and who were open and honest when speaking about their roles in this service area.