

# ASTER GROUP

## Customer Scrutiny Panel Report (CSP)

<b>Report title:</b>	<b>Review of Aster Right to Buy (RTB)service</b>
<b>Date:</b>	<b>September 2016</b>

### Summary of Key Points

The CSP wish to fully understand all aspects of the Right to Buy service offered to customers.

- This is to ensure Aster is meeting the requirements of the Right to Buy regulations.
- What procedures are in place relating to the customer journey once an enquiry has been made?
- What information and statistics are available relating to customers who have enquired about the RTB service and who have completed a RTB on their property? Including any satisfaction with the service data.
- What information can customers access explaining the RTB service.

### Risks to customers and Aster

**Company:** Non compliance with regulatory requirements.

**Customers:** Customers could be disillusioned if their enquiries relating to RTB are not answered fully and correctly.

Potentially customers, if mis-advised could either lose the potential to buy their property or be disappointed when they realise they cannot purchase their home.

### Recommendations and conclusion

The service to customers is of a high standard and very robust, the process is easy to follow as listed in the process document. Every assistance is given to customers who make enquiries about RTB.

Information shown on the web-site is excellent and very comprehensive.

The CSP have no recommendations to make with regard to the service to customers from this service area.

### 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.