

	Report to: Waverley Housing Board 24 April 2018	Item No: 13
Title:	Customer Review Panel – Recommendations from Communications Scrutiny Exercise	
Date:	13 April 2018	
Responsible Person:	Gregor Booth, Operations Director	
This report is for:	NOTING	

PURPOSE & SUMMARY
<p>To update Board Members on the response to the recommendations presented by the Customer Review Panel to the Board Meeting on 27 March 2018.</p>

APPENDICES	
Appendix 1	Response to Recommendations

1. Background

- 1.1. The Customer Review Panel undertook a review of the Tenant Zone of the Waverley website, allocations documentation, a part of the allocation process and the settling-in visit survey.
- 1.2. This formed part of the Communications scrutiny project carried out by the Panel.

2. Current Situation

- 2.1. The recommendations brought forward by the Panel and the response to each of the recommendations is provided in the attached Appendix 1.

3. The Future

- 3.1. It is proposed to provide feedback to the Panel on their recommendations and to discuss this feedback in more detail at the next meeting of the Panel.

4. The Members of the Board are asked to note the contents of this report.